

undergraduate

HANDBOOK FOR
UNDERGRADUATE STUDENTS

1993



HANDBOOK FOR UNDERGRADUATE STUDENTS

This Handbook has been prepared by the Publications and Information Office of the Academic Administration (Students) Division.

The University wishes to emphasize that, while every effort is made to ensure accuracy, the material in this Handbook is subject to alteration or amendment in the light of changes in regulations or in policy or of financial or other necessity.

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FOREWORD

It is a pleasure to welcome you to the Open University and wish you well in your studies.

The University takes its obligations to each one of its students very seriously. You have registered for an Open University course with particular goals in mind, and all the staff want to help you to achieve those aims successfully.

The Open University is one of the largest universities in Europe and has students throughout the continent. Each year new programmes and courses are added to the curriculum. A variety of communication media and technologies together with personal tuition and counselling are used to ensure that you can learn effectively and enjoyably.

An essential element in a successful relationship between the University and each student is a clear body of policy that makes explicit the expectations on both sides. The purpose of this Handbook is to describe these policies. I advise you to familiarize yourself with the contents page now and read any sections that are of interest to you. You should then keep the Handbook available for more detailed consultation as particular issues arise. Most of the questions you will have about Open University practices during your studies will be answered in these pages.

I trust that you will find your association with the Open University a stimulating and rewarding experience.

A handwritten signature in black ink, appearing to read 'John Daniel', with a large, stylized initial 'J'.

John Daniel

Vice-Chancellor

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IMPORTANT DATES

This calendar lists some of the most important dates for Open University students. More detailed information will be given in the Academic Year Calendar at the end of the *Undergraduate Student Handbook Supplement*, which will be sent to you in November or December.

Date	Event	Handbook section
JANUARY		
Mid	Continuing students accept or decline course offers.	2.5
Late	Course material, including assignment information, sent out.	1.4
FEBRUARY		
Early	<i>Academic year begins</i>	
	Information about tutorial and counselling arrangements sent out.	5.3
	Study centres open, tutorials and broadcasts start.	1.4, 5.2, 5.3
28	Course tuition fees due, unless you are paying by instalments.	4.3
Late	Summer school information and preference forms sent out.	8.3
MARCH		
Late	Last date for accepting final registration (new students only).	2.3
APRIL		
Late	Summer school allocations sent out.	8.3
28	Last date for receipt of applications for summer school excusal if fee is to be waived.	4.1, 8.5
MAY		
Mid	Conditional registration mailing, including <i>Undergraduate Courses</i> , conditional registration form, examination timetable and initial allocation to examination centre.	2.4, 3.2
JUNE		
28	Summer school fees due, unless you are paying by instalments.	4.1, 8.1
30	Last date for conditional registration.	2.4
JULY		
	Summer schools start.	8.1
AUGUST		
	Summer schools continue.	
Early	Last date to ask for reallocation to a different examination centre.	9.2
Mid	Confirmation of examination date and examination centre allocation.	9.2
SEPTEMBER		
Early	Summer schools end.	
OCTOBER		
Early	Final TMAs must reach your tutor by cut-off date.	7.7
	New first-year students receive preparatory materials, administrative information and allocation to tutor-counsellors.	1.4
Mid	Examinations.	9.1
	Last date for receipt of conditional registration amendments.	2.4
End	<i>End of academic year</i>	
DECEMBER		
Late	Course results sent out with course offers for next academic year, and information about fees and how to pay them.	2.5, 9.6

1 OPEN UNIVERSITY STUDY

1.1 THE STUDENT HANDBOOK

This *Student Handbook* introduces the University's distance-teaching methods and administrative arrangements, and explains how these will affect you as a student. The calendar at the beginning lists some of the most important dates in the Open University year. The sections of the Handbook are arranged, as far as possible, in order of the events that take place through the academic year. The Handbook is a reference document to look up whenever you need to. We suggest that you read quickly through it now, then keep it, perhaps in a file to which you can add the other administrative information (about tutorials, residential schools, examinations and so on) which will be sent to you later.

In 1993 this Handbook will be sent to all undergraduate students. You will need to keep this edition of the *Student Handbook* throughout your period of study with the Open University or until a revised version incorporating significant changes in University policy or practice is sent to you.

Other administrative publications

In November or December you will receive the annual *Student Handbook Supplement*. This will tell you about changes in policy that have taken place since this Handbook was prepared and bring up to date information that changes from year to year, such as course and residential school fees, dates for fee payment and the academic calendar. You should keep the *Student Handbook Supplement* with your Handbook and other administrative information.

In your first mailing of course material you will receive a *Study Calendar* which will help you to pace your studies by suggesting the dates by which you should have worked through your course materials. It also tells you how many assignments your course has and the dates by which you must send them in, and the times of radio and television programmes.

In May you will receive *Undergraduate Courses* to help you to choose your courses for the following year. Any late changes to the information in *Undergraduate Courses* which might affect your choice will be sent to you in the *Conditional Registration Supplement* in August.

Institutional research and questionnaires

Occasionally you may be asked to co-operate in research projects to help us improve our teaching methods. Since we do not want to overload you we try to see that you are not asked to help with more than two projects in one year. If you do get more than two requests in a year and you do not want to assist in the research, please return any forms and questionnaires to those carrying out the research and explain that the University's guidelines have been exceeded.

1.2 PROGRAMMES OF STUDY

The University offers many different study opportunities including nine-month degree-level courses, professional and personal development courses and a programme of higher degrees. You can get information about all these from the Central Enquiry Service (address in Appendix 5), your Regional Enquiry Service or your local European Co-ordinator (addresses in Appendix 4).

The undergraduate programme

You can now choose to study for a Bachelor of Arts (BA), BA (Honours), Bachelor of Science (BSc) or BSc (Honours) degree. The structure of each degree and the number of points you need at each level is explained in Section 10.

Undergraduate diplomas

You can now count certain courses towards an undergraduate diploma. At the moment there are diplomas in applied social science, computing and pollution control. More information about these and other diplomas is available from the Long Associate Courses office (address in Appendix 5).

Counting course credits towards more than one qualification

Some Open University courses can count towards qualifications in both the associate and the undergraduate programmes. This means that if you have obtained a course credit in one programme, you may be able to link it to your academic record in the other programme. Section 11.1 explains how this works, the opportunities it offers and the restrictions on linking course credits. *No course can count for credit towards more than two qualifications.*

If you are studying in the undergraduate programme you can be awarded *either* a BA degree *or* a BSc degree, depending on the balance of your studies.

1.3 CREDIT POINTS AND LEVELS

The Open University, like many higher education institutions in the United Kingdom, now rates its courses in accordance with Credit Accumulation and Transfer Schemes (CATS for England, Wales and Northern Ireland, SCOTCATS for Scotland). For each qualification you must obtain a minimum number of credit points at specified levels.

CATS and SCOTCATS make a distinction between general credit and specific credit. A course's *general credit* rating is in effect the maximum amount of credit that can be awarded for it. If you have successfully completed the course and want to count it towards a particular programme, the amount of *specific credit* you receive will depend on the regulations for the programme and the course's relevance to it, and may be less than the general credit rating.

An Open University full-credit undergraduate course has a general credit rating of 60 undergraduate points, and

a half-credit course 30 points.

Open University undergraduate courses have been assigned the following levels:

Foundation course

CATS Level L1, SCOTCATS Level SD1

Second-level course

CATS Level L2, SCOTCATS Level SD2 or SD3

Third-level and fourth-level courses

CATS Level L3, SCOTCATS Level SD3 or SD4

1.4 UNDERGRADUATE COURSES

Courses in the undergraduate programme run from February to October.

Preparatory material (foundation course students only)

When you accept registration for a foundation course, you will receive a package of preparatory material before your course begins. This is intended to help you develop and practise important study skills by working on materials that are typical of the range of subjects you will meet in your foundation course.

Course materials

You should receive your specially designed learning materials, including correspondence texts and assignment questions, before your course begins. There may also be audio and video cassettes, computer disks and notes on broadcasts, and for certain courses there will be a home kit.

Delivery of course materials

Parcels are carried by Royal Mail Parcelforce and contract carriers, letters and packages by Royal Mail Letters. If you live outside the United Kingdom mail will be delivered by your local postal service or other carriers.

Some of the packages sent to you will be too big to go through your letter box. Royal Mail Parcelforce should leave instructions for collecting anything that could not be delivered. If you are changing your address please make sure that parcels as well as letters are redirected.

Home kits and other returnable items

Home kits and returnable audio-visual materials will not go through the letter box. Most kits are heavy and some contain chemicals, instruments and apparatus, and because they are valuable the University often requires you to sign for the delivery. If you are usually out during the day you should make suitable arrangements. Items that cannot be delivered are returned to Wellingborough Technical and Distribution Services (address in Appendix 5), causing delay to your studies and extra cost to the University.

Home kits and some audio-visual materials are lent to you for the year of study only, and instructions for returning them will be sent to you. If you return the materials in accordance with the instructions the cost will be borne by the University. If not, the method and cost of return will be your responsibility.

If your materials do not arrive

If you have not received any of your *printed materials* before your course begins, please inform the Undergraduate Student Office (address in Appendix 5) giving your personal identifier and the course code. If for any reason your materials are likely to be delayed we try to let you know by announcements after radio and television programmes.

If you do not receive a *home kit* after you have had a despatch advice card, or if you need to enquire about missing or damaged items in a kit, please ask Wellingborough Technical and Distribution Services (address in Appendix 5).

Broadcasts

Some courses have radio and television programmes. They are integrated with the correspondence material and are usually transmitted at regular intervals during the study year. Television programmes are shown on BBC1 and BBC2, and radio programmes are broadcast on Radio 3 VHF and Radio 5 medium wave. Full details will be sent to you in your first mailing of course material. Students outside the UK will be sent cassettes of radio and television programmes as part of their course material.

Books

As well as the correspondence texts which you receive through the post you may also need set books, and your course may suggest other recommended reading.

Set books

The *Set Book List* and *Recommended Bookshops* are sent to you in November or December. You will need the books throughout the course, so you should buy them rather than borrow them from public libraries. (Section 5.5 describes briefly the help that libraries can offer you.) If you wait until January before shopping for your set books you may have difficulty in getting them in time for the beginning of your course and be at a disadvantage during the early months of your studies. Recommended bookshops should have their supplies by the end of October each year and you are advised to buy your set books as soon as you can. If you have difficulty in obtaining set books, please get in touch with the Central Enquiry Service (address in Appendix 5). If you live outside the United Kingdom your Regional Centre (address in Appendix 4) will be able to advise you about obtaining set books by mail order.

Recommended reading

This varies from course to course. It may be optional background reading. You are not expected to read all the books recommended for background reading, though you might like to use some of them in solving difficulties or pursuing a special interest. In other courses the recommended reading includes books which are important if you are to get full benefit from the part of the course to which they refer. You might want to buy some of the recommended books but, if not, they may be available from your local public library.

Tuition and counselling

At the beginning of your course you will be assigned to a member or members of the tutorial and counselling staff who will be responsible for your tuition and counselling throughout the course. Section 5.3 explains how the University's tuition and counselling arrangements work.

Residential schools

Foundation courses and many higher-level courses include a residential school, usually a one-week summer school. These schools and the arrangements for them are described in Section 8.

Assignments and examinations

Your success in any course is measured partly by continuous assessment of the assignments you submit and partly by the examination (if there is one – some courses have no examination). Continuous assessment and examinations are fully explained in Sections 7 and 9.

Computing

The University's Academic Computing Service co-ordinates activities for courses that include practical computing. Section 5.7 tells you more about this.

1.5 EQUAL OPPORTUNITIES

The Open University's intention is to create the conditions in which students and staff are treated solely on the basis of their merits, abilities and potential, regardless of gender, colour, ethnic or national origin, age, socio-economic background, disability, religious or political beliefs, family circumstances, sexual orientation or other irrelevant distinction. There is an action plan to implement this policy.

As part of its equal opportunity policy the University has established a code of practice for dealing with harassment. This is set out in Appendix 3. Its aim is to create a learning environment which is free not only of unlawful discrimination but also of intimidation and harassment of all kinds: that is, any behaviour which prevents students' full participation in and enjoyment of their Open University studies.

2 REGISTRATION

2.1 REGISTRATION AS AN UNDERGRADUATE STUDENT

Registration as a new Open University undergraduate student is in two stages. Initial registration entitles you to tuition and support services for the beginning of the academic year, until the end of March, and means that you accept liability for your full initial tuition fee. At the end of March you will be asked whether you want to continue your studies for the rest of the year. If you decide to continue, you pay the final tuition fee and become finally registered as an undergraduate student. Final registration entitles you to tuition and other services for the rest of the year, and once you are finally registered you can continue your undergraduate studies through the conditional registration process (explained in Section 2.4) without having to apply and be admitted to the University again.

Open University students who are also full-time students

Full-time students who are offered registration at the Open University must first obtain from the Principal or other appropriate officer of the institution concerned certification that they are permitted to undertake the additional work. If continuing Open University students at any time undertake full-time study in addition to their Open University work, they must inform the institution concerned of their Open University studies.

2.2 INITIAL REGISTRATION (NEW UNDERGRADUATE STUDENTS)

In order to take up your place on a course you have been offered you must complete initial registration by returning a signed and dated initial registration form by the date given in your offer letter. By doing this you undertake to pay the initial tuition fee(s) and to abide by the University's rules and regulations.

2.3 FINAL REGISTRATION (NEW UNDERGRADUATE STUDENTS)

If you have paid your initial tuition fees in full, an offer of final registration will be sent to you in March in your first year of study. In order to complete final registration you must return an accept/decline form accepting at least one of the courses offered by the date given in the offer letter.

If you accept final registration

Accepting an offer of final registration gives you the following rights and obligations:

- You become liable for payment of full final tuition fees (even if you withdraw from the course at any later time) and of residential school fees (these are explained in Sections 4 and 8).
- You are entitled to receive course services, including tuition and correspondence (but not including residential

school tuition), for the rest of the academic year, unless you withdraw (see Section 5.11).

- You are guaranteed registration for further undergraduate courses in any future years through the conditional registration procedure, until you have reached the maximum number of points permitted at the specified levels for the award of an honours degree. In order not to forfeit this right, you must comply with the University's requirements for paying fees and making satisfactory academic progress (explained in Section 2.9), and with the conditional registration procedure itself.

- If you were initially registered on both a foundation course and one of the 30-point* courses MS284 or TM282, you may accept final registration for one of the 30-point courses only. But if you do this you will not be able to go on to any other courses at post-foundation level until you have successfully completed a foundation course.

If you decline final registration

If you do not return an accept/decline form accepting one of the courses offered, the offer of final registration for your course(s) and your registration for the undergraduate degree will be cancelled.

If you decline final registration, your registration for the undergraduate degree will be cancelled but you are entitled to a guaranteed offer of initial registration to recommence your studies in the next year. To take advantage of this guarantee please ask your Regional Centre, not later than 30 April in the year in which final registration is offered, to bring your application forward for the following year. If you do not do this but then decide to resume your undergraduate studies in any subsequent year, you will have to apply for admission to the undergraduate programme again and will be admitted on the 'first come, first served' principle in competition with first-time applicants.

2.4 CONDITIONAL REGISTRATION

Once you are finally registered you are entitled to continue your undergraduate studies in any subsequent year without having to apply for admission to the University again, provided that you are not in debt to the University, you have satisfactorily completed a conditional registration form for the year in question, and your academic progress in the undergraduate programme is satisfactory (as explained in Section 2.9).

Conditional registration, which asks you to choose courses for the following academic year, begins in May; the University needs to know your course preferences early so that it can plan the provision of teaching services. The registration is conditional because it depends, for most of you, on your course results at the end of the current year.

If your conditional registration form is completed correctly and reaches the University by the date you are given,

* One full-credit course = 60 points
One half-credit course = 30 points

you will be guaranteed an offer of registration for courses amounting to at least 60 points in the following year (as long as places are available on your chosen courses – see Section 2.5). You may if you wish decline conditional registration and take one or more years off from your studies. You can then resume in the year of your choice if you complete and return a conditional registration form by the due date.

You will automatically be sent a conditional registration form in May or June if in the same year:

- You have registered for at least one 30-point course or resit examination in the undergraduate programme; or
- You were registered but have since withdrawn from your course(s) or resit examination; or
- You have declined an offer of registration for a course or resit examination (this does not apply to new students).

You will NOT automatically be sent a conditional registration form if you are not in any of these three groups. In order to resume your studies you must, between April and the end of June in the year before you wish to recommence your studies, write to the Undergraduate Student Office and ask for a conditional registration form.

Completing the conditional registration form

Please read the instructions and the worked examples on the conditional registration form carefully before you fill in the form. If you have any questions you should ask your tutor-counsellor or counsellor, your Regional Centre or the Undergraduate Student Office at Walton Hall.

Dates for returning forms

You should return your completed conditional registration form to the Undergraduate Student Office as soon as possible after you receive it and certainly no later than the given date. Late registration or amendment forms will be accepted only at the discretion of the University.

Late requests for course registration from students who have not submitted a conditional registration form will be considered only at the discretion of the University.

Conditional registration acknowledgement forms

After your conditional registration form has reached us you will receive a conditional registration acknowledgement form showing your course preferences as recorded on our computer. If you made any errors in completing your form, these will be shown on the acknowledgement. Check the acknowledgement carefully for any errors and, unless you need to make a change, keep it in a safe place. You may be asked to produce it later.

If you need to make an amendment, either because you want to change your preferences or in order to correct an error, complete and return the *detachable bottom half* of the acknowledgement, which serves as an amendment form. *If you leave any section of the amendment form blank, the information you originally gave in that section will be deleted when the amendment form is processed.* So if you send in an amendment, remember to *complete all sections* even if it means repeating information that you have already provided.

Correcting errors

Each type of error is given a code which is explained on the back of the conditional registration acknowledgement form. *You must correct all your errors by 31 October. If you do not, you may not be offered registration for courses next year.* If you do not understand the reason for an error or how to correct it, ask your tutor-counsellor or counsellor, your Regional Centre or the Undergraduate Student Office at Walton Hall.

Changing your course preference

Although you are allowed plenty of time in which to correct or change your conditional registration course preferences, we hope that this will not be necessary: changes are expensive and make course planning very difficult. *So please make as few changes as possible by giving careful thought to your choice of courses and by following the written instructions as you complete your form.*

2.5 COURSE OFFERS TO CONTINUING UNDERGRADUATE STUDENTS

Course results and course offers

As long as you are not in debt to the University and have returned any home kits or other equipment lent or hired to you, the Undergraduate Student Office will send you your course results in late December. If you have conditionally registered you will also receive an offer of registration for courses and / or resit examinations for the following year. If you have not conditionally registered you will be sent only your course results.

Pending results

A few students each year are given 'pending' results, for reasons which are explained in Section 9.6. If your registration for a course depends on the outcome of a pending result, we will not make an offer of registration until all your pending results are resolved. If a late offer is unavoidable, the University will if necessary grant you extra time to complete registration. Pending results will be indicated on all course results and offer letters.

Debts to the University

If you owe fees or have not returned a home kit lent or hired by the University, and you do not respond to a final demand, the University will withhold your course results and course offers. If you do eventually pay, the University will send you your course results for the current year but an allocation to courses in any future year will be only at the discretion of the University.

The University cannot make special arrangements to identify late payers. If you pay late and want your course results you must write to the Undergraduate Student Office.

Guaranteed course offers

If you have satisfactorily completed a conditional registration form, are not in debt to the University and have made satisfactory academic progress (as explained in Section 2.9), you are guaranteed an offer of registration for:

- At least one foundation course of your choice (if you have not yet completed 60 points* at foundation level); or
- A second foundation course of your choice (if you have completed 60 points at foundation level and want to take a second foundation course); or
- 60 points (at least one course) at post-foundation level. The University cannot guarantee that you will be offered a particular course at post-foundation level, although each year most students are offered their first choice; or
- One or more resit examinations, if you are eligible and have asked permission on your conditional registration form to resit the examination(s).

Over-subscribed courses

The University sometimes has to limit the number of students it can accept for courses that have limited resources (home kits, computing equipment, summer school places, tutors etc.). If this is necessary and courses are known to be over-subscribed, the University will try to give you enough notice to allow you to change your conditional registration preferences if you wish.

Applicants for over-subscribed courses are accepted according to their year of entry to the undergraduate programme and their personal identifier: those who completed final registration earlier will have priority. This reflects the 'first come, first served' principle for admission to the undergraduate programme.

If a course is heavily over-subscribed, the University may decide that applicants who have not taken it should be given precedence over those who are applying to repeat it. This precedence will be given for only one year, after which those who want to repeat the course will take their normal place in the queue. Although we understand that some students have important reasons for wanting to take a particular course in a particular year, the University cannot consider special requests for guaranteed allocation.

2.6 CONTINUING REGISTRATION

Offers of registration are made in a letter (reference B05A), and for most students this letter also gives formal notification of course results for the previous year. Notes sent with the B05A letter explain how to register and pay your fees and give some information about related matters.

In order to register you have only to sign, date and return an accept/decline form (which is a detachable part of the B05A letter) accepting the course(s) offered, by the date given. The full terms and conditions of an offer of registration for a course or resit examination are stated on the back of the letter B05A, and Sections 2.3 and 4.1 of this Handbook explain the implications of acceptance.

If you do not return an accept/decline form by the date given the University will withdraw all outstanding offers of registration for the current year, even if you have paid your fees in full. Any future reinstatement will be entirely at the University's discretion.

Changing courses

If possible, the University tries to accommodate requests for course changes or late registration. The extent to which it can do so is determined by administrative and practical matters not all of which are within its control. If you would like to be considered for a change of course or late course offer you should write to the Undergraduate Student Office as soon as possible after you receive your offer letter, and *not later than 21 January*, stating your requirements. If we can offer you registration for a new course after you have accepted registration on a course you no longer wish to study, there will be an administrative charge (15% of the fee for the course of your original choice).

Withdrawing from a course

Once you have registered for a course you may withdraw from it but *you must write to the Undergraduate Student Office*. There is no other way to withdraw. The financial and other implications of withdrawal are explained in Sections 4.5 and 5.11.

2.7 FIRST COURSE MAILINGS

Delivery dates

Course starting dates are usually given in the *Student Handbook Supplement* sent to you in November. Please do *not* telephone or otherwise contact the University to ask about course material more than one week before these starting dates. If you have not received anything a week before your course begins, please write to the Undergraduate Student Office at the address given in Appendix 5; if you are outside the United Kingdom it might be more convenient to ask your local Open University Co-ordinator.

If you have declined a course offer

Because our teaching year starts in early February, we have to send the first batch of correspondence material and home kits to students before their registration is confirmed. This means that you might receive materials for a course that you decline or for which your offer is withdrawn. (You may keep these materials except for home kits, which you must return.) It is obviously wasteful if this happens, and you could also be depriving another student of a place. So please make a conditional registration only for courses which you definitely intend to take.

2.8 VOLUNTARY CANCELLATION OF REGISTRATION

If you decide to end your studies in the degree programme (as distinct from simply withdrawing from a particular course) you can apply for voluntary cancellation of registration. You must give notice in writing to the Undergraduate Student Office by 31 October of the year in question. *You are strongly advised to consult your tutor-counsellor or counsellor before making such an important decision.*

Your notice will be acknowledged by a letter explaining in detail the full implications of voluntary cancellation. No action will be taken to cancel your registration at this stage, so that you have an opportunity to change your mind after

* One full-credit course = 60 points
One half-credit course = 30 points

reading the acknowledgement letter. *If after one month we receive no further communication from you your registration will be cancelled.*

When you cancel your registration you will be withdrawn from any course for which you are registered, and you will no longer receive information about conditional registration. You can be readmitted as an undergraduate student only by asking the Undergraduate Student Office (address in Appendix 5) to offer you conditional registration. You must do this between April and the end of June in the year before you want to recommence your studies. Your cancellation of registration will not count against you if you apply for admission again, and any course credits (including any awards of transferred credit) you have obtained in the undergraduate programme will count towards your new programme of study.

2.9 CANCELLATION OF REGISTRATION FOR FAILURE TO MAKE ACADEMIC PROGRESS

In certain circumstances the University may cancel the registration of a student who fails to make academic progress. Failure to make academic progress is defined as failure to pass a course at foundation level or MS284 *An introduction to calculus* or TM282 *Modelling with mathematics: an introduction* after four successive years of registration in the undergraduate programme, beginning with your first year of study. For students who, because of an award of transferred credit, are not permitted to register for courses at foundation level, failure to make academic progress means not passing a course at post-foundation level after four years of undergraduate study.

'Four successive years of study' does not necessarily mean consecutive years. Years in which you do not register for courses do not count as non-progress, but neither do they break a sequence of non-progress years. For example, if you failed all your undergraduate courses in year 1, did not register for any courses in year 2 and failed all courses in year 3, you would have accumulated two successive years of non-progress.

Failure in a course is defined as:

- A course result of 'fail'.
- Withdrawal from a course after registration. (Notice of withdrawal must be given in writing to the Undergraduate Student Office: declining an *offer* of registration for a course, or having your *offer* withdrawn by the University because you have not returned an accept/decline form by the prescribed date, does not count as withdrawal.)
- Failure in a resit examination or withdrawal from a resit after registration. The year in which you first took and failed the examination and the year of the resit *will count as two years of failure* if you do not pass another course in either year. (Declining an *offer* of registration for a resit examination, or having the *offer* withdrawn by the University because you have not returned an accept/decline form by the prescribed date, does not count as withdrawal.)

A formal warning will be issued by the University to students likely to have their registration cancelled, at the beginning of their fourth successive year of unsuccessful study. Decisions about cancellation of registration are taken by Regional Directors, who have access to all rel-

evant information related to each student's progress, including any mitigating circumstances.

Deferment of cancellation

The University recognizes that in some exceptional cases there will be extenuating reasons for failure to make academic progress. If you think that you have such reasons you may apply through your tutor-counsellor for deferment of cancellation of registration. *Your tutor-counsellor must receive your application for deferment of cancellation of registration by 31 October.* Your application will be considered by your Regional Director in the light of guidelines approved by the Student Progress Committee (see Section 5.8). Deferment, if approved, will usually be for one year.

The number of deferment applications approved is likely to be small, since cancellation of registration for failure to make academic progress is itself a last resort on which the University falls back only after all efforts, over a four-year period, to help a student remedy the causes of failure have proved unsuccessful.

Appeals against cancellation of registration

If your registration has been cancelled by the University for failure to make academic progress you have the right of appeal. Appeals should be made in writing to your Regional Director and must arrive not later than 21 days after you receive your formal notification of cancellation of registration. All appeals will be dealt with as quickly as possible, but the Committee cannot undertake to hear all cases in time for those whose appeals are successful to register for courses in the year in question.

Readmission after cancellation of registration

If your registration has been cancelled for failure to make academic progress you may apply for readmission to the undergraduate programme. Your application should be addressed to the Regional Director of the Open University region in which you are resident at the time, and you should provide documentary evidence of having successfully completed a course of study outside the undergraduate programme of the Open University after the cancellation of registration. Readmission is at the discretion of the Regional Director. If you are readmitted you will be able to bring forward any transferred credit previously awarded in the undergraduate programme.

Restrictions on registration for failure to make academic progress

The University may restrict the number of courses for which a student may register, because of failure to make academic progress. In this context failure to make academic progress means not passing any course after three years of study (excluding years when you had not registered for a course or a resit examination). You would not then be permitted to register for courses amounting to more than 60 points* until you had achieved a pass. No formal warning will be issued.

* One full-credit course = 60 points
One half-credit course = 30 points

3 CHOOSING COURSES

3.1 THE OPEN UNIVERSITY DEGREE

The University's degree structure is based on the principle of giving you as much choice as possible. You may combine courses from any of the faculties and, as long as you comply with the requirements explained in this section, you may study courses in any order. As an undergraduate student you have a wide range of courses to choose from and restrictions on your choice are kept to the minimum. You may be studying with a career in mind, or for personal interest. If you have a vocational aim you might need to choose courses in a particular discipline or subject area.

If you have a disability your choice of courses may be affected by the form in which those you want to take are available. Section 12.3 describes the different media we can offer.

BA or BSc degree

Now that the University is awarding a BSc degree as well as a BA, there are rules about the number of courses you are allowed to take from each discipline or subject area in order to qualify for a BA or a BSc. Section 10.2 tells you a little more about this.

Honours degree

If you are intending to study for an honours degree, you will need to read the requirements explained in Section 10.2 as well as the more general advice in this section.

3.2 SOURCES OF ADVICE

Undergraduate Courses, sent to you as part of the conditional registration mailing in May, gives detailed descriptions of all undergraduate courses and includes general advice about making your choice. The University reserves the right to withdraw, postpone or alter a publicized course. We will give you as much notice as possible if such changes have to be made.

Many regions hold conditional registration and course choice meetings at study centres in June. These give you an opportunity to talk to members of tutorial and counselling staff, to full-time staff and other students and to look at course materials.

You should raise any questions about your choice of courses with your tutor-counsellor or counsellor.

3.3 NUMBER OF COURSES

You may register in the undergraduate programme for a maximum of 120 points*, including resit examinations, in any one year.

You may not register in any one year for courses (including resit examinations) in any of the University's programmes, or any combination of them, which together exceed 120 points.

3.4 LEVELS OF STUDY

Foundation level

A degree, with or without honours, must include 60 points and may include 120 points at Level 1 (unless you have a directly transferred credit award that changes this requirement – see Section 11.3).

You may not register for any course at post-foundation level until you have obtained at least one course credit at foundation level. MS284 *An introduction to calculus* and TM282 *Modelling with mathematics: an introduction* do not count as foundation courses for this purpose.

If you want to register for a second foundation course, you must do so within your first 360 points. If you pass your second foundation course you will have to complete not less than 420 points to obtain a degree with honours (see Section 10.2).

Post-foundation level

Although you are free to register for a course at any level once you have passed a foundation course, the University recommends that you do not attempt a course at Level 3 until you have passed at least one course at Level 2. You are strongly advised to discuss your plans with your tutor-counsellor or counsellor if you are thinking of ignoring this recommendation.

3.5 RECOMMENDED PREREQUISITES

Recommended prerequisites are courses you are strongly advised to complete successfully before you register for certain other courses at post-foundation level. A minimum pass grade is sometimes specified, particularly for mathematics courses.

Recommended prerequisites are not compulsory, because you may have acquired the necessary knowledge in other ways. *It is, however, very important to assess your preparedness for a course in order to avoid academic difficulties and you should therefore consult your counsellor, who will be able to advise you whether your choice of courses is sensible in the light of your academic progress.*

3.6 EXCLUDED OR PROHIBITED COURSES

Excluded combinations

Certain pairs or groups of courses are defined as 'excluded combinations' because they have a substantial overlap of content. You may count only one course from any excluded combination towards your degree.

The restriction applies to these courses whether you take them as an associate or an undergraduate student, so you must bear it in mind if you want to link courses from one programme of study to another. It also applies if you take more than one degree.

* One full-credit course = 60 points
One half-credit course = 30 points

Prohibited courses

Transferred credit

If you are awarded full-rate transferred credit (formerly called 'advanced standing') the Senate may prohibit you from counting towards your degree any courses which overlap with the studies for which the awards were given.

Home kits

A few courses are not available to students resident outside the UK because they include kits which cannot be exported. The *Undergraduate Student Handbook Supplement* will list these courses, and you can ask your Regional Centre or Open University Co-ordinator for advice.

3.7 AWARDS OF TRANSFERRED CREDIT

If you have an award of transferred credit, your choice of courses must take into account the conditions of the award. It may, for example, limit the number of foundation courses you are permitted to take. You might want to consider the possibility of abandoning some or all of your award.

'Discretionary' credit exemptions

Some students who finally registered with the University before 1981 have awards which include a 'discretionary' credit exemption. Please read Section 11.3 if you have such an award.

Advice

If you are in doubt about any aspect of your credit transfer award, please ask the Credit Transfer Office (address in Appendix 5).

3.8 REPEATING COURSES

You may not register again for a course for which you have already been awarded a course credit or course certificate.

3.9 SECOND DEGREE

You will not be admitted for study towards a second Open University degree until you have completed the requirements of the first. If you want to study for a second degree after successfully completing your first you will be permitted to link courses, up to a certain maximum limit, from your first degree to count towards the requirements of the second. The rules are explained in Section 11.1. If you link 60 points or more you will be able to choose whether to start your second degree at post-foundation level or to begin with a foundation course, which might be important if you are moving into a new subject area.

You may not register for courses counting towards more than one degree in the same year.

4 FEES AND FINANCIAL AWARDS

4.1 TYPES OF FEE

Course tuition fees: new undergraduate students

Initial tuition fee

You commit yourself to paying this fee when you accept the offer of initial registration for a course. You must pay the fee in order to secure your place. If you withdraw before final registration and apply again for admission in a future year, you will have to pay another initial tuition fee when you accept your new offer of initial registration.

Final tuition fee

You become liable to pay this fee in March when you accept an offer of final registration for a course.

Course tuition fee: continuing undergraduate students

You become liable to pay this fee when you accept the offer of course registration in the January after the year in which you became a finally registered undergraduate student, and in every following year of study.

Fees for students resident outside the UK

Most students resident outside the UK are charged fees higher than those for UK students. Details are included with your offer of a place.

Residential school fees

A residential school fee is payable if you have registered for a course that includes a residential school. The fee covers the cost of both residence and tuition. By registering (accepting final registration if you are a new undergraduate student) for a course with a residential school you enter into an obligation to pay the full residential school fee whether or not you attend. If you formally withdraw from the course (see Section 5.11), have been granted excusal or have surrendered your entitlement to attend the school (see Sections 8.5 and 8.6), we may insist on a payment related to the actual cost incurred by the University. The amount you will have to pay, or whether the fee will be waived altogether, depends on the date by which you write to tell us your intentions. The dates are:

<i>Formal notification received by Undergraduate Student Office on or before</i>	<i>Fee to be charged</i>
28 April	None. A refund will be made if any of the fee has been paid.
28 June	50%
After 28 June	Full fee

Other fees

Credit transfer claim fee

Payable when you make a claim for credit transfer. It covers the cost of evaluating your claim (see Section 11.2).

Overseas examination fee

Payable in advance by students registered in the UK who ask to sit the examination at a recognized overseas examination centre, and by students registered outside the UK who ask to sit the examination at a centre other than a recognized examination centre.

Resit examination fee

You become liable to pay this fee when you accept the offer of a resit examination. You are told the amount of the fee in December when you are asked to accept or decline your resit offer.

Home computing hire fee

You become liable for this when you complete a hire agreement.

4.2 FEE AMOUNTS

New undergraduate students know how much the initial tuition fee will be for next year. You will be told what all other fees will be before courses begin. The University reserves the right to revise fees and all other charges at any time without notice.

Tax relief for vocational qualifications (UK residents only)

A few undergraduate courses, mainly in science and technology, are likely to be judged to include elements that could count towards National Vocational Qualifications (NVQs) or Scottish Vocational Qualifications (SVQs). These qualifications are briefly described in Section 11.6. If you take one of these courses you will be eligible for tax relief on a proportion of the course fee. You need not be a tax payer to benefit from the scheme – in effect you will pay a reduced fee – and you need not be registered for the vocational qualification, but you must be paying your own fees and be resident in the UK. The Central Enquiry Service (address in Appendix 5) or the Enquiry and Admission Service in your Regional Centre (address in Appendix 4) will be able to give you the latest information about the scheme.

4.3 HOW TO PAY YOUR FEES

Whenever you are asked to pay fees you will be given a date by which to do so. Fees must be paid promptly.

Paying the full fee in a single payment

If you are making your payment in full, you should do so by the date given in the offer letter or invoice for the first instalment. Please follow carefully the methods of fee

payment given in documentation accompanying your offer or invoice. All students can now make a full payment by credit or debit card. Please do not send payments direct to the University unless you are asked to do so, and do not attempt to use the Post Office giro system.

You *must* make a single full payment for resit fees, overseas examinations and outstanding debts.

Paying by instalments

All undergraduate fees (initial, final course tuition and residential school fees) can be paid by instalments if you prefer. The instalment schemes have been designed to be flexible as long as a fixed percentage of the total is paid by given dates. You do not need to tell the University that you intend to pay by instalments. The instalment scheme appropriate to the type of fee will be applied automatically.

The University strongly recommends that if you have a UK bank account you pay instalments by direct debit. If you choose another method you must make sure that each instalment reaches the University by the scheduled date.

There are general conditions attached to payment by instalments:

- The University reserves the right not to accept payment by instalment for any reason.
- If you do not pay tuition or residential school fee instalments by the due dates, all fees for which you are liable may be declared due immediately and in full. All instalment facilities will be cancelled and further action may be taken to recover the debt (see Section 4.7). Initially registered undergraduates who do not pay initial tuition fee instalments may have their registration cancelled.

Once you have accepted an offer of registration you will still be liable for the full fee even if you withdraw from the course, whether you do so before or after the first fee payment date. A full or partial fee waiver may, however, be granted (see Section 4.5).

Students resident outside the UK

If you are resident outside the United Kingdom but in the European Community (or one of the other countries in which the University has agreed to register students) you will be able to pay fees in any other currency approved by the University. Details of fees, currencies and payment methods will be sent to you.

Sponsorship for residential school fees

The University has arrangements for billing a sponsor direct, after certifying that you have satisfactorily attended the residential school. In March you will be sent a sponsorship form which shows the amount of the residential school fee. You should forward this to your sponsor, who will indicate the amount he or she agrees to pay. You must forward the form in good time as the sponsor must return completed forms to us by early May (the exact date will be stated on the form). Your sponsor returns one copy of the form to you for information, sends a second to the University and keeps the third. If the University receives the completed form by the due date we will send the invoice

for the appropriate amount direct to the sponsor. Sponsorship forms received after the due date cannot be accepted and you will be billed for the whole fee.

(See also Sections 4.9 and 4.10.)

Responsibility for fee payment

Sponsors will not be billed if you withdraw from a course, surrender your residential school entitlement or fail to attend, and you will be responsible for the residential school fee yourself.

Even if a sponsor has undertaken to pay your fee, you remain ultimately responsible to the University for any amount not paid.

Budgeting for your fees

The instalment schemes allow most sizeable fees to be paid over an extended period, and the dates for payment are spread as much as possible to help you budget regularly for your fees. *If you have serious difficulties which cannot be alleviated by the instalment schemes, or by the advice given below about financial awards, please consult your tutor-counsellor or counsellor.* The University is concerned that students should not be forced to abandon or curtail their studies because of financial difficulties, but you must let us know about these difficulties as soon as they arise.

4.4 FEE STATEMENTS AND REMINDERS

All fee statements and reminders explain why they have been sent to you and give a current statement of your account, including any overdue amount, and a schedule of future payments. Statements can also be used as receipts. The terms we use are explained here:

The fee liability is the amount you are committed to paying for each course for which you have become registered (by accepting the offer of a place). It is shown, for each course and for each type of fee, in the 'Amounts due' column. Any reduction in liabilities through, for example, formal sponsorship for the residential school fee, financial awards or a fee waiver will be shown in the credit column. Payments we have received will also appear in the credit column, but not against any individual course or type of fee. The date shown beside each entry is the date at which the entry was made in the account. For payments this is the date on which we received payment, not the date on which you made it (it may take up to ten days for a payment to be received and credited on your statement).

Balance This is the net balance of all debit and credit entries on the fee account, and so is a statement of the fees you owe at the date of the statement or reminder.

Overdue amount This is the sum of everything you should have paid by the date on which the statement or reminder was produced. You must pay the overdue amount immediately to avoid being sent further reminders, and to prevent the University taking action (including legal action) to recover the amount.

Payment schedule This is a series of dates by which specified minimum amounts must be paid in the future. The total of these amounts, together with any overdue amount, will equal the balance. The amounts and dates on the payment schedule are arrived at by combining the fees due and

dividing payment for them by the number of instalments applicable to the type of fee.

Receipts

Receipts are issued from the Student Fees Section (address in Appendix 5) if you ask for them.

4.5 FEE WAIVERS AND REFUNDS

If you withdraw

It is the general policy of the University not to waive fee liabilities or to refund fees after registration, but if you change your mind and withdraw soon after incurring a fee liability you may be eligible for a partial waiver or refund. The amount you will have to pay depends both on the type of fee (e.g. course tuition fee, resit examination fee) and on the date by which your notice of withdrawal reaches the University. The relevant dates will be given to you with each course offer. If you decide to withdraw, please inform the Undergraduate Student Office immediately.

<i>Formal withdrawal received by Undergraduate Student Office on or before</i>	<i>Fee to be charged</i>
	<i>Initial tuition fee</i>
30 Sept	15%
1 Oct – 31 Oct	30%
1 Nov – 15 Jan	65%
	<i>Final tuition fee</i>
30 April	40%
	<i>Course tuition fee</i>
28 February	40%
	<i>Examination resit fee</i>
31 July	None. A refund will be made if fee has been paid.

Waivers of residential school fees are explained in Section 4.1.

In exceptional circumstances

As well as the automatic waivers, the Student Progress Committee (whose role is explained in Section 5.8) has agreed that fees should be waived or refunded, wholly or in part, in the event of the serious illness or death of a student, spouse or domestic partner, dependant or close relative, usually before the beginning of a course; or if a student's academic progress is materially affected by acts or omissions by the University amounting to maladministration. Maladministration does *not* extend to circumstances that are beyond the control of the University or that involve a third party (for example non-receipt of correspondence materials).

If you think that you might be eligible for a waiver or refund of fees you should ask your tutor-counsellor or Regional Centre for advice as soon as possible. Satisfactory documentary evidence is usually required with an application for a discretionary fee waiver or refund.

4.6 HOME KITS AND OTHER LOAN LIABILITIES

If you register for a course that has a home kit or you are lent other equipment or books, you are bound by the conditions to do with loans set out in your registration form. In particular you must return kits and other equipment or books when asked by the University, or meet the full cost of replacement. We will charge you for any durable item of significant value which you fail to return or return in such a condition that it is unfit to be used again. Unfulfilled kit liabilities and charges are regarded as debts to the University (see Section 4.7).

The prompt and complete return of kits and other equipment or books is important. If they are not returned on time other students may be denied the chance to take the course in the next year. We will therefore pay the carriage costs if you return the kit within a specified period and in accordance with instructions. These, together with the necessary documentation, will be sent to you at the end of the period of study for which you had the kit. If you do not return the kit by the dates given, or you do not follow the instructions, you will be required to return it at your own expense.

Certain accidental losses or damage, and theft or loss in transit, may be covered by the University's general insurance at no charge to you. If you think you need to make a claim under this scheme please write to the Warehouse Manager at The Open University, Wellingborough Technical and Distribution Services, Denington Industrial Estate, Wellingborough, Northamptonshire, NN8 2RF. To protect your interests please follow the Warehouse Manager's advice promptly and exactly.

4.7 DEBTS TO THE UNIVERSITY

If you owe the University any fees, kit charges or other debts, you cannot qualify for a course credit, a course certificate or the award of a degree or diploma. Debts include unreturned home kits, special equipment lent to students with disabilities and set books on loan from the University. Legal proceedings may be set in motion for the recovery of the debt.

The University also reserves the right to withhold course results, academic references and transcripts; not to offer further registration and, possibly, to cancel registration if you have not paid all fees and other charges by the dates specified for payment. Once you are in debt to the University, any payments you make towards any fee will be used to reduce your debt (and see Section 4.3 for the effect of a debt on instalment facilities).

4.8 FINANCIAL AWARDS (UK residents only)

The Financial Awards Committee is responsible for administering a fund established to help students on low incomes to pursue their studies with the University. If you foresee difficulties in meeting fee payments because of financial hardship you may apply to the Committee for a financial award. The Committee assesses each application in accordance with the University's policies: in general the sole criterion is financial hardship, although awards may

be denied to students who fail to make satisfactory academic progress. The decisions of the Committee are final. If there are any conditions attached to an award, the Committee will state them in the award letter.

Awards can be granted for tuition fees, residential school fees and home computer hire fees. Support for each student is limited to 60 points' worth of study* in each academic year. If you are granted an award you will be expected to make a contribution yourself (£25 at present). Set books can also be lent to you; you must return them in good condition and promptly when asked by the University.

To apply for a financial award

If you want to apply for a financial award, ask your Regional Centre or the Secretary of the Financial Awards Committee (address in Appendix 5) for an application form. You may want to discuss your application with your tutor-counsellor or counsellor. You must apply not later than the payment date for the fee in question. Late applications or applications for a refund of fees you have already paid will not usually be considered. You should not register for the course you have been offered until the outcome of your application is known. Your offer will be protected while your application is being considered.

4.9 GRANTS (UK residents only)

As a part-time student you are not entitled to a grant from your local education authority (LEA), and any help you get will be at its discretion. Some authorities pay the full cost of residential school fees, and others may give more help to students who can show particular financial hardship.

You are strongly advised to ask your own LEA what assistance it is willing to give you, especially if you are likely to register for a course that includes a residential school. There are three further points to note in connection with LEA grants to Open University students:

- The authorities define a course as a one-year self-contained course leading to 30 or 60 undergraduate points.*
- These discretionary grants are usually made for courses taken in any one year, with the implication that you must apply again for grant support for courses in subsequent years. Failing a course may affect a grant application in the following year, whether you are repeating the course or not.
- The LEA in whose jurisdiction you live on 31 October in the year before you take the course is responsible for your grant and will continue to be so in that year even if you move to another LEA's area.

As well as local authorities, some employers are willing to give financial support towards fees for their staff and many will grant leave on full pay so that you can attend residential school. Information for employers is available from the Central Enquiry Service (address in Appendix 5).

* One full-credit course = 60 points
One half-credit course = 30 points

4.10 OTHER SPONSORSHIP ARRANGEMENTS

If the sponsorship arrangements described in Section 4.3 cannot be used (perhaps because a residential school sponsor's agreement comes too late to inform the University, or a sponsor prefers to help with other fees), there are other ways for sponsors to help. They can make direct payment for fees to the University. It is perfectly acceptable for them to use your fee demand letter for this purpose, but you should make sure that your sponsor observes the final payment dates. Or sponsors can agree to reimburse payment you have already made. In this case you should pay the fee yourself and then apply to the sponsor for reimbursement. Sponsors will usually want to see the receipted bank giro counterfoil as evidence of payment, and for a residential school fee will usually require your attendance certificate.

4.11 OTHER SOURCES OF FINANCIAL SUPPORT

Bursaries and prizes

Several national and regional prizes and bursaries are open to undergraduate students. There is no need to apply: the award winners are identified and informed by the University.

It is, however, necessary to apply for the Margery Radcliffe Travelling Scholarship, a fund to assist an undergraduate student aged 45 years or more who is registered for an arts course and wishes to travel abroad in support of course studies. Information and application forms are available from the Secretary to the Financial Awards Committee (address in Appendix 5).

Details of the bursaries and prizes can be obtained from the Student Fees Section (address in Appendix 5) or from your Regional Centre.

General information

A leaflet of general information about financial support is available from your Regional Centre.

5 SUPPORT FOR YOUR STUDIES AND YOUR PROGRESS THROUGH THE UNIVERSITY

5.1 REGIONAL CENTRES

Your regular contact with the Open University will be mostly with your Regional Centre rather than with the headquarters at Walton Hall, and you will already know which of the thirteen regions you are attached to. Each region is headed by a Regional Director. Your Regional Centre can give you information about your local support services, which include:

- Information and advice for enquirers.
- Organization of tutorial and counselling arrangements.
- Organization of residential schools.
- Organization of examinations.

Local Co-ordinators have been appointed in some European countries where the University registers students. Their main duties are to offer information and advice to enquirers and to co-ordinate study centre and examination arrangements.

5.2 STUDY CENTRES

The University has more than 260 study centres in the United Kingdom and other countries, placed to match the distribution of the student population (see Appendix 4). Study centres are usually in full-time educational institutions and are open to Open University students on week-day evenings and sometimes on week days and Saturdays. The main purpose of study centres is to enable you to meet your tutor or counsellor and other students. You are under no obligation to attend your study centre, but most students prefer to undertake part of their learning together and so lessen the sense of isolation that correspondence students often feel.

Different study centres offer different facilities. Many have meeting rooms, a common room, library and refreshment facilities; some offer opportunities for consulting course materials and administrative handbooks and for watching transmissions and recordings of television programmes. Ask your Regional Centre or local European Co-ordinator for information about facilities at your study centre, including video cassette players.

5.3 TUTORIAL AND COUNSELLING ARRANGEMENTS

At the beginning of your course you will be allocated to tutorial and counselling staff who will support you throughout the academic year. Your region will send you information about these staff together with a list of the tutorial arrangements for your course.

Undergraduate students on a foundation course usually receive both tuition and counselling from a tutor-counsellor. At post-foundation levels you will be allocated to a course tutor for tuition, and to a counsellor for advice and guidance. If possible the counsellor will be the person who was your tutor-counsellor at foundation level. Be-

cause you have a different course tutor for each post-foundation course, we try to ensure a continuing relationship with one counsellor throughout your studies with the University.

Tuition

Correspondence tuition is the central and continuing means of teaching in the Open University. Your tutor-counsellor (at foundation level) or course tutor (at post-foundation level) is responsible for helping you to understand and learn from the course and its assignments:

- By commenting on your tutor-marked assignments and assessing them (see Section 7). At post-foundation level this may be your main form of contact with your tutor. At all levels the tutorial comments on written assignments are likely to be your most important source of advice on maintaining or improving your progress on the course.
- By tuition at tutorial sessions held at local study centres. Attendance at tutorials is optional, and arrangements vary from course to course. At foundation level tutorials are usually at weekly or fortnightly intervals. At post-foundation level they are likely to be much less frequent, and often take place in large urban centres with good communications rather than in local centres. For some courses tutorials may take the form of day-schools on a Saturday two or three times a year, or the conventional programme of tutorials may be supplemented or replaced by a series of telephone tutorials or by extended correspondence.

External tuition

You may sometimes receive information about courses at other institutions which provide tuition related to Open University courses. The University's view is that attendance at privately arranged courses is not necessary for the completion of Open University studies, although it does not attempt to discourage students from attending them if they wish to do so.

In connection with such courses, and in the context of private tuition generally, you may wish to note that, when accepting an appointment with the University, tutorial and counselling staff are asked to let the University know whether they will profit financially in any way through their relationship with their students, other than by their normal remuneration from the University.

Counselling

Counselling in the Open University covers a wide educational brief. It is designed to be responsive to your individual needs as a student and to help you progress satisfactorily with your studies whatever courses you are taking.

You will be allocated to a tutor-counsellor (as a first-year undergraduate student) whom you will get to know both individually, by letter, telephone or in person, and at group meetings. At foundation level your tutor-counsellor also gets to know you by acting as your tutor.

At post-foundation level your counsellor will receive copies of all your course tutor's comments and scores for your assignments, and so can keep up to date with your progress and discuss it with you at intervals. Contact with your counsellor can be made through the same means as at foundation level, on your own or your counsellor's initiative.

Advice can be very valuable, particularly when you are a new student. Areas where your counsellor is likely to be helpful include:

- Discussion of study methods, e.g. preparatory work, essay-writing, revision and examination techniques, organizing time for study, and the formation of study groups (see below).
- Guidance on choosing future courses; career development; recognition of Open University qualifications by employers and other institutions.
- Information and advice about regulations and administration (e.g. residential school and examination arrangements, fee payment and financial assistance, submission of assignments).
- Helping you adjust your study arrangements to meet your personal circumstances (e.g. illness or disability, work or family crises).

The opportunities for meetings with tutorial and counselling staff will vary from course to course. Some students feel reluctant about getting in touch with their tutors or counsellors but it is important to do so, especially if you cannot attend tutorial or counselling sessions at the study centre. Tutors and counsellors are anxious to keep in regular contact with their students; this is part of their job and they need your active participation to do it. Give them a chance to help you make the most of your studies.

5.4 STUDY GROUPS

Because the amount of local tuition that we can offer is limited, particularly at post-foundation level, we encourage students to set up informal meetings among themselves to discuss their studies. The University can often help by providing appropriate lists of students and guidance on setting up a group. A successful study group generally requires someone to take the initiative, suggest a meeting time and place and prepare an agenda, topics for discussion, etc. While informal conversation may be enjoyable, you will derive more benefit from a study group in the long term if most of the time is spent on matters arising from the course material.

5.5 LIBRARIES

To find out what your local library offers for Open University students, ask at the library which you intend to use most. If you intend to make intensive use of more than one library, have a word with the librarian at each of them.

Using libraries is an essential part of your education. The most important purpose of a university education is to teach you to think for yourself. This implies learning where to find information and, in particular, how to use the literature of your subject effectively. If you do not have command of that literature you can neither extend your

studies to fields not covered by the course nor keep abreast of new developments after the course is over. A real effort is needed to master the printed and computer-based bibliographies, abstracting services, catalogues, indexes and other means which enable you to search the literature systematically. To help with this some courses include guides to the use of libraries and literature.

If you have difficulty in using the literature or in getting access to books, your local librarian may be able to show you a literature guide or books on the use of libraries, or tell you of other libraries where you are more likely to find the material you need.

If you still have a problem, ask your tutor-counsellor or counsellor to arrange for your Regional Centre to take it up with your local libraries on your behalf. We need to know about your difficulties so that solutions can be found.

5.6 TELEPHONE

The telephone can be helpful to you in many ways, not only for formal telephone tutorials. Meetings with other students are often impractical, particularly in higher-level, sparsely populated courses. It may be easier to arrange to have a discussion and exchange of ideas by telephone, although some initial effort is required in building up contacts with other interested students.

You are also likely to want to telephone your tutor or counsellor from time to time. They will be pleased to discuss either general or particular matters connected with the progress of your studies. It can be helpful to make a note for yourself in advance of the matters you want to raise. The use of the telephone requires a certain amount of discipline, but it can offer immensely valuable support when other channels for discussion are limited.

5.7 ACADEMIC COMPUTING SERVICE

Some courses include practical computing. They can be divided into the following groups:

- Courses with a substantial amount of computing for which you are required to arrange your own access to a computer that meets the University's specification.
- Courses with a substantial amount of computing for which the University provides a home kit of suitable equipment. This equipment usually differs considerably from that in the first group.
- Courses which include computing in their residential schools. Equipment is usually provided by the University.

The courses in the first group are covered by the University's 'home computing policy', which specifies the equipment suitable for these courses. The specification and some additional information to help you meet your computing needs is given in our leaflet *Information about home computing*. Some of the home computing courses are also in one or more of the other groups.

The Academic Computing Service runs a Help Desk for computing enquiries during office hours on week-days, except bank and University holidays. The Help Desk telephone numbers are 0908 653972 and 071 435 9624. For written enquiries the address is ACS Help Desk, The Open University, Walton Hall, Milton Keynes MK7 6AA.

5.8 ACADEMIC PROGRESS

Dealing with difficulties

While most students find their studies a challenging but enjoyable experience, difficulties such as illness or bereavement do sometimes occur. If you have difficulties that might affect your studies you should, in the first instance, always get in touch with your tutor-counsellor or counsellor. He or she will, if not able to help you directly, put you in touch with the department or person best able to do so. If you cannot contact your tutor-counsellor or counsellor, telephone or write to your Regional Centre.

The Student Progress Committee

The University recognizes that students can find themselves in exceptional circumstances that may require special treatment or exemption from academic and administrative regulations. The Student Progress Committee is empowered by the Senate of the University to consider applications from students for such exemption on a broad range of matters (but excluding examinations and assessment, for which different arrangements are made, and credit transfer policies). There is a formal procedure for dealing with these applications which at various stages involves your tutor-counsellor or counsellor, your Regional Centre and, if appropriate, central offices and officers of the committee.

If you have a problem which you think could seriously affect your studies consult your tutor-counsellor or counsellor, who will provide appropriate advice and support. If the problem merits it, an application to the Student Progress Committee will be prepared on your behalf.

Most applications are for excusal from residential school (see Section 8.5), fee waivers or refunds (Section 4.5), permission to exceed the 480-point honours maximum (Section 10.2) or deferring cancellation of registration for failure to make progress (Section 2.9). All applications are considered according to criteria and policies approved by the Student Progress Committee on behalf of the Senate. While the University considers your access to the Committee to be very important, applications are nevertheless considered entirely at the Committee's discretion.

5.9 APPEALS AGAINST UNIVERSITY DECISIONS

The University often has to take decisions that affect you personally, perhaps to do with an application for excusal from residential school, a request for a fee refund, a credit transfer claim or a request to change courses. The University committees to which the Senate has delegated its powers in such matters do all they can to reach fair and considerate decisions and you are informed of the outcome as soon as possible.

You have the right of appeal if you think that a decision is unfair or that your application has not been properly considered. An appeal is initially referred back to the committee which took the original decision. If you are still not satisfied with the outcome, you may appeal formally to the Academic Registrar against the manner in which the decision was taken.

The Academic Registrar will refer the appeal to the Pro Vice-Chancellor (Presentation and Student Support) or to a panel established by the Senate to act as independent investigators. Although they have no power to change the decisions of the Senate, they will satisfy themselves that a decision was reached fairly and correctly with all the appropriate information taken into account. The Pro Vice-Chancellor or the panel has the power to ask a committee to reconsider its decision in the light of new evidence. (See also Section 9.8 for the Pro Vice-Chancellor's role in appeals over course results.)

5.10 STUDYING OVERSEAS

From most Western European countries other than the United Kingdom, you can apply and register for most of the Open University courses available to students in the UK. A higher fee is usually charged. Some local services – counselling and advisory services, study centres, examinations – may be available. Special schemes are administered by Regional Centres as follows:

Republic of Ireland – R12 (Belfast)

Rest of Europe – R09 (Newcastle)

Cyprus (BFPO only) – R07 (Leeds)

Germany (BFPO only) – R04 (Birmingham)

If you are moving from country to country, whether from the UK to another Western European country, from one Western European country to another or taking up residence in the UK, please ask the appropriate Regional Centre for advice.

Correspondence

Students in the UK, in the Western European scheme, or using any BFPO address

Correspondence material will be sent direct to you, though delivery may be slower outside the UK. The University cannot accept responsibility for non-receipt of correspondence materials due to acts or omissions of a third party.

Students resident elsewhere

We cannot record addresses outside Western Europe (except BFPO addresses) for direct delivery of mail. If you are resident or move outside Western Europe you should write to the Undergraduate Student Office asking permission to continue your studies and giving an acceptable forwarding address. It is your responsibility to make sure that all necessary material is forwarded to you.

If your forwarding address is in the UK, you will be charged UK course tuition fees. If it is elsewhere in Western Europe you will be charged higher fees as if you were resident in the Western European country.

There are restrictions, in particular to do with the export of home kits, that may add to your difficulties. The problems of continuing Open University studies abroad should not be underestimated, and you should consult your tutor-counsellor or counsellor before you decide to do so.

Broadcasts

Radio and television programmes will be recorded on cassette and sent to you as part of your course material. There may be some delay in the despatch of cassettes for new and remade programmes, though the University will try to keep this to the minimum.

Submission of assignments

Please read Sections 7.5 and 7.7. In particular, remember that your last tutor-marked assignment cannot be accepted late and that you will need to allow extra postal time.

Residential schools

If you register for a course that includes a residential school you are required to attend the school in the UK. If you move outside the UK during the study year you may apply for excusal in that year. Students who register for courses from overseas and are resident outside Europe may be allowed one excusal during their programme of study on the grounds of overseas residence.

Home kits

Open University kits are designed to comply with British safety regulations and codes of practice. They were not originally intended for use outside the UK and it is not always practical to modify them to satisfy the different requirements of other countries, or to make other special arrangements. For these reasons you must not register for courses with home kits that may not be taken or sent outside the UK; you will be told which courses these are.

If you take up residence overseas after registering for one of these courses, you may be allowed to keep your registration at the University's discretion and on condition that you give a legal undertaking not to remove the home kit from the United Kingdom.

Examinations

Local examinations will be arranged in countries where the University has the use of study centre premises. The Regional Centres responsible for European schemes will tell you which cities have examination centres. If you cannot attend one of these centres you can either ask for an overseas examination to be arranged for you, for which you must pay an overseas examination fee, or attend an examination in the UK. Requests for overseas examinations must reach the Examinations Office by 20 August. You should consult your Regional Centre well in advance to discuss suitable arrangements.

5.11 WITHDRAWING FROM A COURSE

If you encounter difficulties in your studies you should consult your tutor-counsellor or counsellor as soon as possible and certainly before deciding to withdraw from a course. *If you do decide to withdraw you must inform the University by writing to the Undergraduate Student Office.* This is the only way to withdraw; informing your tutor-counsellor or course tutor or annotating a University document and sending it to a Regional Centre or an office

other than the Undergraduate Student Office is not acceptable. You must write to the Undergraduate Student Office yourself: no one can do this for you. If possible you should use the withdrawal form provided. You are advised to obtain proof of posting your notice of withdrawal.

Your withdrawal will be acknowledged and you should keep the acknowledgement. If you have not received one within fourteen days, you should contact the Undergraduate Student Office. Any application for a waiver or refund of fees based on the circumstances leading to your withdrawal will be considered only if you have followed the correct withdrawal procedure.

Implications of withdrawal

Fees

Although the University has to keep to the minimum the financial loss that arises when a student withdraws from a course we recognize that you may find, before your course begins, that you will be unable to study. Part of your fee will then be waived or refunded, the amount depending on the date on which your notice of withdrawal reaches the Undergraduate Student Office. The dates affecting refunds and waivers will be included with the letter offering you a place on your course (see Section 4.5). In exceptional circumstances an application for a refund or waiver after these dates may be considered by the Student Progress Committee. You should discuss your position with your counsellor.

You should consider carefully the implications withdrawal will have for financial support from local education authorities and other sponsors, and for any residential school fee.

Teaching services and residential school

If you withdraw from a course you will cease to receive tuition and course materials, and any residential school place allocated to you will be cancelled. If you want to remain registered solely in order to receive course material, you may have to pay part or all of any residential school fee whether you attend or not. If you surrender your entitlement to attend (see Section 8.6) you cannot gain a credit for the course and you may have to pay part or all of the fee, depending on when you surrender your entitlement (see Section 4.1). You will receive a fail grade unless you withdraw formally before the examination.

Course results

If you decide not to complete a course and you do not want a fail result for it to be placed on your record, your notification of withdrawal must reach the Undergraduate Student Office at least ten days before you were due to take the examination.

Failure to make academic progress

In certain circumstances the University may exercise its right to cancel the registration of a student who fails to make academic progress (see Section 2.9).

6 YOUR STUDENT RECORD

6.1 YOUR PERSONAL IDENTIFIER

You will already know that the University has given you a 'personal identifier' number. This is our means of finding you in our records, and it will stay with you throughout your studies with the University. You should always quote it in any written or telephone communication with the University and on forms that give a space for it.

6.2 ACCESS TO YOUR STUDENT RECORD

University policy gives you the right of access to most of the information we hold about you (your student record). This includes central microfilm records, your regional record and all computer-held data. You have a legal right to see computer-held data about yourself, as explained below.

You can arrange to see your central student record on microfilm on the special equipment in the Undergraduate Student Office at Walton Hall. Apart from correspondence between yourself and the central offices of the University, your microfilm record does not contain any information additional to that held on your computer record. Information about assessment is not recorded on microfilm, and we do not at present give you access to academic information provided in confidence by an institution in connection with a credit transfer claim.

As well as yourself your student record is available only to those directly concerned either academically or administratively with your progress as a student. *If you are sponsored on a course your acceptance of sponsorship is taken to imply your agreement that the University may, if asked, release the results of your course direct to the sponsor without seeking your permission.*

The University will on no account release your name and address to a third party without your written permission.

Data protection legislation

As required by the UK 1984 Data Protection Act the University provides a 'subject-access' service. Subject access entitles you to a statement of all data about yourself held on computer by any body or institution. Institutions have to register their uses of such data with the Data Protection Registrar. The University has made seven registrations, of which two refer to data held about students. Registration A covers all general information such as names, addresses, courses studied and fee payments. Registration B covers all data held in relation to examinations and course results. Registration B data is held for only forty days after the course result processing period (until the end of January for October examinations). The computer file is then archived and only the course result is kept, as part of your student record, under Registration A.

If you want to ask for copies of your data held under Registration A or B or both, please write to The Data Protection Co-ordinator, The Open University, PO Box 497, Milton Keynes MK7 6AT for an application form.

There is a fee of £8 for each registration. If you are studying outside the United Kingdom the University will try to ensure that local privacy and data protection requirements are also complied with. Applications for copies of your data should still be directed to the University's Data Protection Co-ordinator at the same address.

If you find it necessary to process personal data on computer as part of your studies, please read Section 7.4.

If you have questions about data protection please do not hesitate to ask the Data Protection Co-ordinator.

6.3 CONFIRMATION OF YOUR STATUS AS A STUDENT

For most purposes your identity as an Open University student will be adequately confirmed by any official letter from the University, such as the B05A letter (continuing undergraduate course results and course allocation), or a Student Allocation Record. If these are not satisfactory, the University can provide you with official confirmation of your status as a registered student. Requests should be addressed to the Undergraduate Student Office (address in Appendix 5).

6.4 CHANGING YOUR NAME

If you change your name you must inform the University and provide the appropriate documentary evidence in the form of a marriage certificate, deed poll, letter of declaration signed by a solicitor or a Justice of the Peace (or in Scotland, an Affidavit sworn before a Notary Public) or a birth certificate. We insist on documentary evidence in order to maintain the security of the highly confidential information which we hold about students on computer records and in other forms: we have to be satisfied as to the true identity of those who wish to change their names.

Although academic transcripts can be issued in your present name, award certificates can be issued only in the name you held at the time of the award.

6.5 CHANGING YOUR ADDRESS

If you change your address please tell your present Regional Centre by using the change of address card provided. A change of address will often mean a change of region and study centre, so when you send in your change of address you should give the codes of the region and study centre to which you want to be reallocated. If you do not want to change anything other than your address, perhaps because you prefer to keep your present tutor-counsellor, counsellor or tutor, please explain this along with your new address; otherwise you will be given tutorial and counselling staff allocations based on the region and the study centre to which you are being transferred.

Although we will change our record of your address as quickly as possible, there will inevitably be some delay. *You should place a redirection order with the Post Office to avoid missing any mailings of course material, and if necessary make*

arrangements for Open University correspondence to be forwarded from your previous address. The University cannot accept responsibility for non-receipt of correspondence materials due to the acts or omissions of a third party.

We cannot record temporary addresses (for a period of less than three months) or a separate address for delivery of home kits, but if you are temporarily staying away from home you can get details of any tutorials and study centre facilities in the area from the appropriate Regional Centre.

6.6 ACADEMIC REFERENCES

The University will whenever possible help you if you need an academic reference in support of an application for admission to another educational institution, for a job, or for financial support for Open University study.

If you want to use the University as an academic referee, you should write to your Regional Director and explain what you need: the nature of the reference, the purpose of the application and, particularly important, *any dates that must be met*. It would also help considerably if you could give the name(s) of any tutorial and counselling staff who might know you reasonably well through your studies. You should note the following points:

- Confidential references are issued only to third parties such as prospective employers or educational institutions. You can, however, ask for an open testimonial which, although more impersonal, may be useful in some circumstances (for example, if you are going abroad).
- Because of the nature of our teaching we cannot guarantee to provide detailed references, although we will make every effort to help you.
- Only Regional Directors can give academic references on behalf of the University, but there is nothing to stop you asking another member of staff to act as a personal referee. Before naming such a person it is important to obtain his or her permission.
- It becomes increasingly difficult to provide meaningful references for you after you have ceased studying with the Open University.
- As a matter of courtesy, please let your Regional Director know the outcome of any applications for which you obtained a reference from the University.

The University receives many requests for academic references and transcripts for students who apply for admission to other academic institutions, and it is not possible for us to obtain their written consent in every case. The University will therefore provide the information required for academic references and transcripts without obtaining permission in advance *unless asked not to do so by the student concerned*.

6.7 ACADEMIC TRANSCRIPTS

Academic transcripts are available:

- As formal evidence to a third party that you have been awarded a credit for a particular course or courses. You should usually find that your official University letter of notification of a course result will suffice, and you should therefore keep your result letters in a safe place. If you have to provide formal evidence to a third party (perhaps an employer or a sponsor) of the award of credit for one or more courses, you should write to the Undergraduate Student Office for an academic transcript.
- In support of applications for jobs, membership of professional bodies, admission to other courses etc. For this purpose transcripts are usually issued with academic references.
- As a degree profile (a record of courses successfully completed constituting a degree or honours degree for which you are eligible or which has already been awarded).
- If you want to send an academic transcript to a third party and think it needs further explanation (for example, of its relationship to the Open University's classification system), please ask your Regional Director for an appropriate letter which you can send with it.

You should address your request to the Undergraduate Student Office at Walton Hall if you are not yet eligible for a degree; to the Graduate Office at Walton Hall if you are eligible for or have already been awarded a degree. Any request you send to us must include confirmation of your name at the time of registration, the last address we had for you and your personal identifier.

Assignment scores

TMA and CMA scores cannot be included in transcripts. You should keep the letters showing your CMA scores and the PT3 forms showing your TMA scores, in case you need to produce such evidence.

Associate courses

If you have studied both as an undergraduate and as an associate student, we will issue a transcript that includes courses taken in both programmes of study unless there are special reasons why we should not do so.

6.8 PUBLICATION OF GRADUATES' NAMES

Names (but not addresses) of graduates are printed in an official *Directory of Graduates* and cannot be regarded as confidential. This publication is produced annually to coincide with degree ceremonies and is a public document: its contents are available to people outside the University.

7 ASSIGNMENTS

The Open University uses two main forms of assessment: continuous assessment, explained in this section, and examinations, described in Section 9.

7.1 CONTINUOUS ASSESSMENT

This assessment is based on assignments which are marked either by your tutor or by computer.

Tutor-marked assignments (TMAs) are mainly essay-type or short-answer questions, although some courses also require extended essays or projects.

Computer-marked assignments (CMAs) comprise a series of questions for which you choose the answers from a given selection. Not all courses have CMAs.

You will be required to submit your assignments by 'cut-off' dates throughout the year. Some are set for teaching purposes only and are called 'formative' assignments. These do not count towards your course result. Others are used for assessment as well as teaching and are called 'summative' assignments. The marks you obtain for your summative assignments will be combined to form your overall continuous assessment score.

The number of assignments for each course and their cut-off dates are given in the *Study Calendar*, which you will receive with your first mailing of course materials. The *Calendar* also shows which assignments are formative, which are summative and how the continuous assessment and the examination are combined in making up the course result.

Information for course teams

In the Open University we are committed to a policy of continuous improvement, constantly monitoring our courses, keeping them up to date and examining their effectiveness. We analyse your assignment results and, in the case of tutor-marked assignments, collate the reports coming in from course tutors so that we can identify any areas within a course that are not proving satisfactory and the course team can take remedial action. This action will be designed to help current students (through the tuition and counselling service and through printed 'stop press' notices) and students taking the course in the future (through revision of course materials).

7.2 COURSE ASSESSMENT STRATEGIES

More than one component will contribute to a course's assessment. There will be an examination component and a continuous assessment component, and there may be others consisting of extended essays, project work and so on. The examination component may include elements such as a TMA or a project as well as the examination itself, and continuous assessment may be divided into several components. There may be CMAs and TMAs, or TMAs may be divided into two or more groups because they are testing different objectives.

Individual assignments may be weighted to reflect their relative importance. The score your tutor gives will be

multiplied by the assignment weighting to produce the score you will be awarded for the assignment.

A 'threshold' may be set for an assignment or an examination. This is a minimum score which you must reach in order to pass the course.

The assessment strategy for each course, which will include all the information of this kind, is explained in course materials and confirmed in the *Study Calendar*.

Substitution

All your summative assignments will be used for assessment, so you will gain credit for every assignment you submit. Although it is in your interest to submit some work for every assignment you may not be able to complete them all, perhaps because of illness, getting behind with the work or for some other reason. In order not to penalize you for this but at the same time to encourage you to attempt all the assignments, we have adopted a 'substitution' arrangement which can apply, in most courses, to a set number of the summative assignments. The number of assignments to which the substitution arrangement can apply varies from course to course and will be published in advance. Certain assignments and projects which are considered especially important may not be eligible for substitution.

Substitution allows a 'substitution score' to replace an assignment score which is lower than your substitution score (or a zero score recorded for an assignment you have not submitted). If your assignment scores are all higher than the substitution score, there will be no substitution.

Your *substitution score* is calculated from:

- (i) all your continuous assessment scores (TMAs, CMAs, projects) including zero scores, if any; and
- (ii) your examination score.

Each of these scores will be weighted in accordance with the assessment strategy for your course as given in the *Study Calendar* or in course notes.

In courses that give different weightings to individual assignments, substitution will be applied to the assignments with the lowest weighted score first.

Example of substitution

The student in this example is taking a course with two equally weighted assessment components: eight tutor-marked assignments, all equally weighted, and the examination. Substitution is allowed for up to two TMAs.

The student has performed well in all the assignments except TMA 06, which was not submitted, and TMAs 02 and 03, which were awarded lower scores. The student's overall TMA score (which in this case is also the overall continuous assessment score since there are no other types of assignment) is the average of all eight TMA scores, 61.25%; the examination score is 50%. These two scores, equally weighted, combine to give the student's *substitution score*

$$(61.25\% + 50\%) \div 2 = 55.63\%$$

The assessment strategy for this course states that the scores of up to two TMAs can be substituted, so a score of 55.63% replaces the scores for TMA 03 and TMA 06 (the two lowest scores).

As only two scores can be substituted in this course the score for TMA 02, although it is lower than the substitution score, remains unchanged. You will see that the effect of substitution has been to increase the overall continuous assessment score from 61.25% to 69%.

Scores before substitution

TMA no.	01	02	03	04	05	06	07	08	Preliminary overall continuous assessment score (%)	Exam score (%)	Substitution score (%)
Max. mark	100	100	100	100	100	100	100	100			
Student's scores	80	55	50	75	90	0	60	80	61.25	50	55.63

Scores after substitution

TMA no.	01	02	03	04	05	06	07	08	Final overall continuous assessment score (%)	Exam score (%)
Max. mark	100	100	100	100	100	100	100	100		
Revised scores	80	55	55.63*	75	90	55.63*	60	80	69	50

*Substitution scores

7.3 ASSIGNMENT SCORES

Your performance in all assignments and examinations is recorded and reported back to you by means of the numerical University Scale:

Band	University Scale score	Performance standard
A	85–100	Pass 1
B	70–84	Pass 2
C	55–69	Pass 3
D	40–54	Pass 4
E	30–39	Bare fail
F	15–29	Fail
G	0–14	Bad fail

Some courses use other scales for marking assignments – these will be explained in your assignment material – but the overall score for an assignment will always be recorded and reported using the University Scale.

Non-submission of assignments

You will be given a zero score for any assignment (TMA or CMA) you do not submit.

Resubmission of assignments

You may not resubmit a TMA or CMA to try to improve your score.

Confirmation of assignment scores

In August you will be sent a computer-produced letter showing the TMA and CMA scores recorded on your file up to that date.

7.4 PREPARING YOUR ASSIGNMENTS

Your assignments serve two main purposes: they help you to learn, and they enable the University to judge the standard you have achieved. The preparatory work that you do for an assignment and the process of writing it should help you to concentrate on particular aspects of the course and to consolidate what you have learnt so far. The type of assignments set will obviously vary from course to course, and in the assignment notes which you receive with your course material most course teams offer advice and suggestions about the scope and standard required, particularly for courses at Level 1 and Level 2.

We expect that you will want to draw on a wide range of sources when preparing for assignments. As well as learning from the course material, set books and broadcasts there are benefits to be gained from wider reading and from discussion with others who are interested in the same subjects. Although some students find that they work best alone, many learn a great deal from discussing aspects of the course with fellow-students. The opinions and insights which you form while discussing a problem are no less valuable than those you form while reading books or listening to lectures.

Should you discuss your assignments with other students?

We assure you that there is nothing wrong in discussing assignment questions with fellow-students, or other people, *before* you begin your assignment. In fact we expect students to be interested in discussing the course objectives and testing one another's grasp of them – in helping one another to learn. *But* when you sit down to tackle your assignment you are expected to work on your own and not to send in other people's work, in its entirety or in part, as though it were yours.

What constitutes plagiarism or cheating?

Since most of the scores you obtain for assignments will count towards your course credit, we cannot accept work which has been written jointly with others. Attempting to gain credit for someone else's work is cheating. Similarly, although you are encouraged to show the results of your reading by referring to and quoting from works on your subject, copying from such sources without acknowledgement is plagiarism and is not acceptable. To copy deliberately from a printed work, or indeed from any other source, and to attempt to represent it as your own is, of course, another form of cheating.

Cheating, or attempting to cheat, whether in connection with assignments or examinations, is a serious offence and will incur such penalties as the Regional Director, Regional Disciplinary Committee or Central Disciplinary Committee may determine.

Confidentiality of assignments

In your assignments, and elsewhere in your course, you may be encouraged to apply the course content to your own work. This sometimes means that you need to give information about and occasionally to pass judgement on the company or organization for which you work. The Open University treats such information with total confidentiality; tutors may use it only for purposes directly connected with the teaching of the course, and may not divulge it for any other purpose during or after their service with the University.

Data protection

Students are not usually expected to process personal data on computer as part of their Open University studies, but if it should be necessary to do so (perhaps for the purposes of a project) you *must* obtain the agreement of your tutor or supervisor that the processing is necessary *and* immediately inform the Data Protection Co-ordinator (address in Appendix 5).

Sending in your assignments

Instructions and advice about the presentation of assignments and the CMA and TMA forms are given in Appendix 1 of this Handbook. You are advised to read this Appendix carefully before you begin to work on your assignments.

The 'cut-off' date given in your *Study Calendar* is the date by which your TMA should reach your tutor or by which your CMA should reach the University. The details of

submitting CMAs and TMAs, particularly of late submission, are explained separately in Sections 7.5 and 7.7.

Assignments sometimes go astray in the post so it is a sensible precaution to keep a copy. *We strongly recommend that students living outside the UK keep copies of their assignments.* We regret that we cannot accept any responsibility for TMAs that do not reach your tutor or for CMAs that do not reach the Assignment Records Office.

7.5 SUBMITTING COMPUTER-MARKED ASSIGNMENTS

You send in your CMAs on special forms which come to you with your course material. An example of a CMA form, showing how to fill it in, is given in Appendix 1. For technical reasons we cannot accept faxed CMA forms for marking.

CMAs should not be submitted earlier than about two weeks before the cut-off date. Marking instructions are not placed on the computer file until shortly before this, and an amendment to the assignment might be published in a 'stop press' notice close to the cut-off date. You should, however, post your CMA at least three days before the cut-off date, by first-class post, and obtain a certificate of posting. It is wise to keep a copy of your CMA.

Proof of posting is available overseas and *students outside the UK are expected to obtain it in case there are postal difficulties.* For the same reason it might be sensible to send off your CMAs a little early.

Late submission of CMAs

CMAs will not be marked if they reach the University after the cut-off date. This is for operational reasons and also because model answers or other information about the CMA may be given to students after the cut-off date. An assignment which arrives after the cut-off date will be returned to you unmarked. If you sent it to the University by first-class post at least three days before the cut-off date, you should write to the Senior Assistant Registrar (Examinations and Assignments), Assignment Records Office (address in Appendix 5), enclosing a copy of the assignment and a certificate of posting.

7.6 MARKING OF CMAS

CMAs are marked by a rapid computerized process at Walton Hall. The computer will print a letter to you each time you have submitted a CMA. For a summative assignment the letter will be produced on the cut-off date for the assignment and, for a formative assignment, as soon as possible after the assignment reaches the University. This letter will show your score as recorded on your file and also a table giving the distribution of scores for all the students who have submitted the assignment. The letter may also contain, at the discretion of the course team, information about individual questions, such as the number of answers you gave that were correct, partially correct or incorrect. The letter may also include a table of correct responses for all questions, indicating your incorrect responses. You should receive your printed letter within ten days of the cut-off date of the CMA.

Non-receipt of CMA scores

If you do not receive your CMA score within ten days of the cut-off date, or if you want to query the score awarded, you should write (not telephone) to the Senior Assistant Registrar (Examinations and Assignments), Assignment Records Office (address in Appendix 5).

7.7 SUBMITTING TUTOR-MARKED ASSIGNMENTS

It is to your advantage and ours that you should submit assignments by the cut-off date. It will help to keep you up to date with your work and it is also important that you do not get an unfair advantage by being able to take more time over your work, or from seeing the marked work of other students.

Appendix 1 tells you how your TMAs should be presented and how to fill in the PT3 form that must accompany each one.

Partly completed TMAs

Unless you are told otherwise, you must send in all parts of an assignment at once and not part-assignments on separate occasions. A part-assignment received as a second instalment will not be marked by your tutor, but will be returned to you with a note indicating that it cannot be accepted. If you have difficulty in completing all the parts of an assignment on time, you should ask your tutor for permission to submit the whole assignment late.

Late submission of TMAs

Late submission of tutor-marked assignments cannot be taken as a right. If there are good reasons why you cannot meet a date, you should act as follows:

- If you decide not to submit the assignment, warn your tutor, *before the cut-off date*, not to expect it from you.
- If you want permission to submit the assignment *within seven days* of the cut-off date, contact *your tutor before the cut-off date*, explaining the reasons for lateness. Your tutor will decide if this is acceptable in view of the course timetable and marking schedules. You can get in touch with your tutor through your counsellor, if this is easier (unless, of course, you are taking a foundation course and your tutor is also your counsellor).
- If you want to submit *more than seven days late*, you must ask *your counsellor* (or your tutor-counsellor) *before the cut-off date*. Both your tutor and your counsellor (if they are not the same person) must agree that you have a genuine reason, that it is in your interest to submit late rather than get on with current work, and that it is still acceptable to record a score for your work. Your counsellor must be satisfied on all these points before supporting your request. Your tutor will not mark the assignment without the recommendation of your counsellor.

Permission for late submission beyond seven days after the cut-off date will not usually be granted for more than two TMAs in a 60-point course or one TMA in a 30-point course*.

* One full-credit course = 60 points
One half-credit course = 30 points

If you want permission to submit more than twenty-one days late you must ask your counsellor (or tutor-counsellor), but the TMA will be accepted for marking only on the authorization of a senior counsellor in the Regional Centre.

Occasionally, although it may be too late to award a score for a particular assignment to be recorded and used in calculating your continuous assessment score, your tutor may nevertheless think it useful for your assignment to be marked so that you have the benefit of teaching comments.

TMAs in September and October

A last TMA with a cut-off date *before 1 October* will not be marked, in any circumstances, *if it is submitted later than 1 October*. A TMA with a cut-off date *on or after 1 October* will not be marked, in any circumstances, *if it is submitted after its cut-off date*.

7.8 MARKING AND RETURN OF TMAS

TMAs are usually marked by your tutor-counsellor when you are taking a foundation course, and by your tutor when you take courses at post-foundation level.

Your tutor will write comments on your script and on the accompanying PT3 form and send both script and form in a batch to Walton Hall. Your score is recorded on the computer file, and your script and one copy of the PT3 are returned to you; another copy of the form goes to your counsellor (unless your tutor is also your counsellor). This can take up to three weeks from the time that you sent off your assignment.

When you get your work back you should read your tutor's comments carefully, taking note (for future assignments) of what seem to be your strengths or weaknesses. There may be comments that you do not understand, or with which you disagree. Your tutor will be ready to discuss these with you.

Non-receipt of marked TMAs

If your TMA is not returned to you within four weeks, you should ask your course tutor about it. If your tutor has not replied within the next ten days, you should inform your Regional Centre.

Appeals against the score of a TMA

If you want to appeal against the score awarded for a TMA, or to query any comments made by a tutor on an assignment, you must return the assignment for review so that it reaches the tutor concerned within twenty-eight days of the date shown on the assignment form (PT3) as the day the tutor sent the assignment to Walton Hall. If you do not do this, the assignment cannot afterwards be sent on appeal to a staff tutor for re-marking unless a senior counsellor agrees that there are special circumstances. The appeal should not be directed to the Regional Centre, the Examinations Office, course team chair or anyone else, but *always to the tutor concerned*.

If you are not satisfied with the action taken by your tutor you should forward the assignment, together with the related correspondence from your tutor and any other relevant information, to the regional staff tutor concerned

to arrive within twenty-eight days of your course tutor's decision.

If your appeal is against a score awarded for a TMA at the end of the course, you should act immediately since no appeal will be considered by a staff tutor later than twenty-one days after the course's last TMA cut-off date.

Keeping your TMAs

Most students keep their marked TMAs until the end of the course, largely because they can be of invaluable help in revising for examinations. Sometimes when an Examination Board is considering a student's performance in assessment, perhaps when the result is on a borderline or when a viva voce examination is required, the Board may ask to see the tutor-marked assignments which the student has completed for the course. *You are strongly advised to keep your TMAs until you have received your course result.*

Standardization of marking by tutors

Assignments marked by course tutors are monitored in order to ensure a reasonable uniformity of marking standards and an adequate level of teaching comments. Throughout the year, a proportion of the assignments from each tutor is extracted by the University when the tutor sends the batches of marked scripts to Walton Hall. The assignments are photocopied and distributed for checking among a team of academic staff drawn from the faculty responsible for the course. The photocopied assignments are treated as confidential and are destroyed at the end of each year.

If your script is taken for monitoring, its return to you may be delayed by up to a week. If you need your tutor's comments on it to enable you to begin your next TMA, ask your tutor to send them direct to you.

7.9 SPECIAL CIRCUMSTANCES AFFECTING YOUR WORK

If any special circumstance during the course has had a serious adverse effect on your performance in continuous assessment, you can inform the Examination and Assessment Board about it. Appendix 2 paragraph 18 explains what you should do and how the information will be used.

8 RESIDENTIAL SCHOOLS

8.1 RESIDENTIAL SCHOOLS

Foundation courses and many higher-level courses include a residential school. If you are registered for one of these courses you must attend the residential school and participate satisfactorily in the academic programme (or have sought and been granted excusal – see Section 8.5) in order to be eligible for the course credit. Students over the years have found their residential schools a rewarding experience.

Most residential schools are held in the summer. A few courses have schools outside the summer period, and details of these are given in *Undergraduate Courses* and in the general information about attendance which will be sent to you in November. You may be asked to choose your dates and places earlier for these schools than for summer schools.

Summer schools

A summer school usually entails six days in residence at a university or similar institution, where the Open University brings together tutors and students for intensive full-time study. The school may include lectures, tutorials, seminars, field and laboratory work.

Attendance

You are required to attend the residential school unless you formally withdraw from your course (see Section 5.11), surrender your entitlement to attend (see Section 8.6) or are granted excusal (Section 8.5).

More than two summer schools in one year

We strongly recommend for educational and financial reasons that no student attends more than two summer schools in any one year although, since most students follow this recommendation, there is no regulation to enforce it. If you do commit yourself to more than two you should note that:

- The academic programmes are concentrated and it is not possible to get the full benefit from three consecutively. The University is likely to insist on some spacing.
- You cannot expect to be excused from a school solely because of over-commitment. You may, however, in certain circumstances apply on those grounds for excusal if one of three obligations is to attend a discipline-based summer school (see Section 8.5).

Fees

You are obliged to pay the residential school fee whether you attend or not, unless, before certain dates, you formally withdraw from your course, surrender your entitlement to attend the school or are granted excusal.

If you do not pay your school fee when required by the University, you will not be sent your course results at the end of the year, nor will you be eligible for any academic awards; you will not be offered any course in the following year or in any subsequent year until the fee is paid; all

University services will be suspended and, *if necessary, legal action will be taken to obtain payment.*

Requests for fees will come from the Student Fees Section (which also sends sponsorship forms to undergraduate students), and *queries about fees should also be sent to that office* (address in Appendix 5).

Methods of paying residential school fees are explained in Section 4.3.

8.2 SCHOOL LINES

The separate schools for each course, and the schools shared by some courses, are known as 'school lines'. Each week of each school line is under the care of a Course Director, and there is usually a School Director in overall charge at each school, assisted by school counsellors and a team of administrative and clerical staff. Two or three faculties may bring together as many as sixty teaching staff and six hundred students.

Course-based schools

One school is an essential and integral part of one course. All the summer schools an undergraduate student attends in the first year are of this kind.

Discipline-based schools

Discipline-based biology, chemistry and systems residential schools allow you to meet the academic objectives of more than one related course without attending a separate school for each course. In your first year of registration for a course in the related group, you are expected to attend the discipline-based school. If you attend the school and obtain the course credit, you will not be required to attend the school again when you take another course in the same group (though you might be able to attend again voluntarily – see Section 8.7).

If you are excused attendance, or you attend but fail to obtain a course credit, you will be required to attend again when you next register for any course in the same group. If you intend to study two 30-point courses* from one group, you are advised to consider studying them in the same year; you will be better able to relate the practical work at the school to each of the courses, and you may be offered a wider choice of laboratory and tutorial work.

Details of the courses that share discipline-based schools are given in *Undergraduate Courses* and in the general information about attendance which will be sent to you in November.

Joint schools

A joint residential school serves the academic purposes of two or more courses. When you register for any course in the group, you are required to attend the associated joint school. You are not permitted to take more than one course

* One full-credit course = 60 points

One half-credit course = 30 points

in the same group, so you will attend the school only once. *Undergraduate Courses* will tell you which courses share a joint school and there are more details in the general information about attendance sent to you in November.

8.3 DATES AND ACCOMMODATION

Preference forms

In November the Residential Schools Students Office at Walton Hall will send you general information about attendance and a provisional programme. At the end of February (for summer schools) the same office will send you a form asking which dates and places you would prefer. Your tutor-counsellor or counsellor will be willing to discuss questions about allocation with you before that, but you should not make assumptions about when (and where, if there is a choice of sites) you will attend until you have sent in your preference form in March and have received your allocation towards the end of April. When you know your allocation you have the choice of keeping it or applying (on the form provided) *through the Residential Schools Students Office* for a new one, repeating or revising your preferences as necessary. If you do not send in a preference form at all and are still registered for a course with a residential school, we shall allocate you to a school and notify you in May.

Joining and leaving the school

One or two weeks before you attend, the host Regional Director will send you a booklet about your school with instructions about when you should arrive and where to go. Information about the academic programme will be sent with course material, probably in June.

Before you leave the school you will receive a signed attendance certificate which you can use to make claims for fees or travelling expenses from grant-awarding authorities, or to substantiate requests for leave. The University reserves the right to hold back the certificate if a residential school fee appears to be overdue.

'Living out'

The University generally requires students to be fully resident in order to get the most benefit from the academic and social programmes at the schools. If you want to 'live out' (stay in accommodation other than that reserved by the University for its students) because, for example, you cannot arrange care for dependants, this will usually be allowed if you put your request in writing. When you have received your allocation, ask *the Regional Director in whose region your school takes place*, giving an assurance that you will attend the full academic programme and that, if necessary, dependent children will be cared for by a responsible adult in teaching hours. You will have to organize and pay for suitable accommodation as well as paying the full residential school fee.

Family members

Family members cannot be admitted to residential schools, except as assistants to students with disabilities. This not only conforms with the requirements of the host institu-

tions but also protects you from dividing your time between study and family responsibilities and prevents distraction to other students. The Regional Welfare Secretary in your local OUSA branch may be able to offer advice about the care of young children. No pets (other than guide dogs and hearing dogs) can be taken to a residential school.

Questions about attendance

Any questions about attendance *before* you have been allocated to a school should be addressed to *your Regional Centre*, preferably after discussion with your tutor-counsellor or counsellor.

Any point you wish to make about attending a particular school *after* you are allocated should be sent to the host Regional Director (the Regional Director in whose region the school is to be held).

8.4 SPECIAL REQUIREMENTS AT RESIDENTIAL SCHOOL

You may have special requirements because of disability, infirmity, mental health problems, religious or dietary principles or other reasons. The University's policy is to take all practical steps to enable everyone to participate as fully as their circumstances allow in all aspects of University life.

We know that many students with disabilities attach great importance to attending residential schools. We also know that the intensity of life there (both residential and academic) confronts some students (and the organizers) with unusual challenges. If you have serious disabilities you may decide (after early discussion with your tutor-counsellor or counsellor, and perhaps with other students who have attended residential schools) that attendance would be unwise. In such a case you would have no difficulty in obtaining excusal, and your tutor-counsellor or counsellor would advise you how to go about it.

To help make safe and satisfactory allocations to students with disabilities who do want to attend, there is a team in the Residential Schools Students Office at Walton Hall which deals with students individually and considers questions such as:

- Is attendance a challenge which it would be wise for both you and the University to accept?
- Is it necessary or desirable, in view of the academic programme and the school site, for you to have a personal assistant?
- Which site is the most suitable for you? Each site can offer limited adapted facilities, and you may need to be more flexible in your choice of places and dates.

Students who have disabilities and others with special requirements are welcome to get in touch with the Residential Schools Students Office. The University may override any allocation or reallocation not made through that office when its specialist advice would clearly have been appropriate.

Special allocation

Students with disabilities and others whose tutor-counsellors or counsellors have sent in form PT20 *Information on*

students with special requirements will receive notes describing each residential school site. Your Regional Centre will send you these in January. Before you decide whether to send in a preference form, or what preferences to put, *you are strongly advised to consult the notes and consider with your tutor-counsellor or counsellor such questions as:*

- Would you have more difficulty in getting about certain sites than others?
- Have you any special residential requirements?
- Would you need special academic facilities?
- Do you need special medical facilities?

Many students who are not registered as disabled should still ask themselves these four questions. If any of the answers might be 'yes', even though to no great extent, you should regard yourself as requiring special allocation. Residential schools do present problems that everyday life does not.

Even if you do not need special allocation arrangements, you might want to advise or consult the host Regional Centre about possible difficulties after you have been allocated to a school.

Assistants and equipment

All students who have serious disabilities are entitled to have an assistant, for whom no fee is charged and who becomes in effect a member of the residential school. If you use a wheelchair, have a serious mobility problem or have a disability that makes note-taking difficult, you are strongly advised to have a personal assistant.

The University reserves the right not to allocate you to a school on your own if in its opinion you might need such assistance. If you arrive alone and assistance cannot be arranged quickly, the University reserves the right to require that you leave the school. Equally, the right is reserved not to allow the attendance of an assistant if it is not seen to be necessary. If you need an assistant (who must be an adult) but cannot provide one you should consult your tutor-counsellor, counsellor or the Residential Schools Students Office as soon as possible. There is a central 'pool' of volunteer helpers from which it may be possible to provide an assistant for you.

A wide range of equipment can usually be provided if booked in advance, such as a wheelchair, hoist, bed board, non-allergic pillows, radio microphones. Special diets may also be arranged.

Hearing support weeks

'Hearing support weeks' are held at certain foundation-course residential schools. Hearing-impaired students are fully integrated with all the other students, and a support team helps them to benefit from the learning programme. A full support team consists of two interpreters (manual signers and lip speakers), two note-takers and two typists operating VDU 'instant sub-title' equipment. Hearing-impaired students on foundation courses are strongly advised to attend these schools.

Religious and dietary requirements

Religious and dietary principles will be respected, if you inform the host Regional Director well in advance. You are, of course, free to attend religious services, details of which will be included in each school's booklet or on notice boards at the school. The programme does not always stop at such times.

What to do if you need special facilities

To help the University meet individual needs, students who have disabilities or other special requirements are asked to do one or both of these things:

- Discuss the matter of attendance with your tutor-counsellor or counsellor as soon as possible.
- Complete and return your preference form as soon as you can after you receive it, attaching:
 - information about your wish and your ability to attend your residential school and details of your requirements; or
 - a note that your tutor-counsellor or counsellor is submitting a form PT20; or
 - a note that your tutor-counsellor or counsellor is applying for excusal on your behalf. (Early excusal might enable some form of extra tuition to be arranged.)

It is the University's aim to help students with disabilities who wish to fulfil their residential school academic requirements.

8.5 EXCUSAL FROM ATTENDANCE AT A RESIDENTIAL SCHOOL

Excusal from attendance at a residential school means that if you find it impossible to attend you can still obtain a course credit, as long as you otherwise satisfy certification requirements and are not in debt to the University. Excusal is granted only very exceptionally and after careful consideration.

There is no limit to the number of excusals you can be granted in any one degree programme. Each excusal application will be measured solely against the criteria established by the Student Progress Committee, listed below. Excusal applications for science and technology residential schools will receive particularly rigorous consideration in accordance with procedures agreed with both faculties. Your record of attendance and excusal will be taken into account, reflecting the faculties' concern that no one should be allowed to accumulate credits in science and technology courses without adequate residential school experience.

If you repeat a course which you have failed or from which you had withdrawn, your earlier attendance at the residential school does not in itself justify excusal (but see Section 8.7).

Reasons for excusal

The following reasons have been established as acceptable grounds for approving applications for excusal from attendance at a residential school:

- *Illness* that prevents attendance during all the school weeks. Medical evidence is required.

- *Disability*, if attendance cannot be arranged or satisfactory arrangements cannot be made to meet your needs. Medical evidence may be required.
- *Pregnancy*, if attendance is inadvisable or you are more than seven months pregnant at the time of the school. A letter from your doctor is required.
- *Adoption*, when placement is imminent. Confirmation from the adoption society is required, with dates.
- *Institutionalized*, for example in prison or in custody awaiting trial.
- *Care of a dependant* if satisfactory alternative care arrangements cannot be made. This applies to:
 - Elderly dependant, sick spouse or partner, children.
 - Partner in late pregnancy, if reallocation to another week is impossible. A certificate of expected date of confinement is required.
- *Leave refused by your employer* during the entire school period. A letter from your employer is required.
- *Self-employed* and no cover is possible. An explanatory letter on the firm's headed notepaper is required.
- *Unemployed* but actively seeking employment. Confirmation from a Job Centre or agency that absence would affect your job prospects is required.
- *Residence abroad* (This does not apply to students registered in Europe.) Excusal will be granted in the year of departure only.
- *Bereavement* – spouse or partner, close relative, close friend – shortly before or during the school period.
- *National or international crisis* such as war.
- *Reallocation impossible*: the University cannot reallocate you to a week which you can attend.
- *Repeating a course* See Section 8.7.

If a combination of any of these circumstances prevents you from attending you will need to provide appropriate evidence for each of them. Other cases are considered on their own merits.

How to seek excusal

The University will automatically send you an excusal application form and explanatory notes in late February, along with the final residential school programme and the preference form. (If, before then, you are not certain that you will be able to attend the residential school for your chosen course you should seek advice from your tutor-counsellor or counsellor.) Complete the form and send it with the appropriate documentary evidence to your tutor-counsellor or counsellor. You must provide all appropriate documentary evidence yourself. Medical certificates are always required when excusal is sought on grounds of ill-health, either your own or that of a dependant.

Your application will be considered by the Regional Director, who in most instances has the authority, delegated by the Senate, to grant excusal. Other cases are forwarded by the Regional Director to the Student Progress Committee which is empowered to act on behalf of the Senate. The outcome of your request for excusal will be sent to you by letter after the Regional Director or the Committee has reached a decision.

Excusal will not be granted to meet a situation that may not arise, but you should always discuss any potential problem with your tutor-counsellor or counsellor and confirm it in writing – the date on which you do this may affect any waiver or refund of the school fee. Your counsellor may advise you to wait until the difficulty is resolved or has become certain.

Even if you are applying for excusal you should send in your preference form as soon as possible. Subsequent excusal will automatically cancel your preference or allocation, but if you are not granted excusal you will want to have a convenient allocation. Occasionally, students seek excusal after the residential school if they were prevented at short notice from attending as allocated and no alternative school could be found.

If you are granted excusal your Regional Centre may be able to provide some minor alternative tutorial arrangements. No *additional* fee would be charged, and there would be no obligation to participate.

You will be told whether some or all of the school fee will be waived or refunded. The date for determining the waiver or refund of fees is the date on which your application was received by the Regional Director (if he or she makes the decision) or the Student Progress Committee. Note is also taken of the date on which you first raised the matter in writing with your tutor-counsellor or counsellor, or – if applicable – you first advised your tutor-counsellor or counsellor formally that you might not be able to attend the school.

If you are no longer working for a course credit excusal need not concern you; instead, if you wish to remain officially registered for a course without attending its residential school, surrender of entitlement to attend may be appropriate (see Section 8.6).

Excusal from discipline-based schools

Although you are expected to attend the school when you first take a course from a particular group (as explained in Section 8.2) there may be reasons why you prefer not to, and if you are registered for one 30-point course* with a discipline-based school the criteria for granting excusal are not as rigorous as those for course-based schools. They may include, for example, employment or domestic circumstances. There will usually be another opportunity to attend when you take another course associated with the school. But a further excusal from the same school would require the very exceptional reasons for excusal listed above. You would also need to prove very exceptional circumstances for excusal if you were registered in the same year for two courses with the same discipline-based school, and again if you sought to be excused attendance at more than one discipline-based school in any one year.

If you already hold a course credit for any course with a discipline-based school without having attended the school, your record of residential school attendance and excusal will be taken into account if you apply for excusal from another discipline-based school.

* One full-credit course = 60 points
One half-credit course = 30 points

Excusal from science or technology schools

Attendance at residential schools is particularly important if you are studying for a degree composed mainly of science or technology courses, as it provides the only real opportunity of acquiring the practical experience and laboratory skills graduates in these areas are assumed to have. Other considerations, such as safety, make it imperative to do all you can to attend your science and technology schools.

If you hold a course credit for a science or a technology course without having attended its residential school, you should think very carefully before registering for another course from the same faculty in a year in which there is any doubt about your attending its school. The University would take very careful account of such a history in considering a subsequent request for excusal. If you hold two or more such credits without residential school attendance, this advice is even more pertinent since a further excusal in the same faculty would very rarely, if ever, be approved.

8.6 YOUR ENTITLEMENT TO ATTEND RESIDENTIAL SCHOOL

You are not normally entitled to attend any Open University residential school if you are not currently registered as a student of a course associated with the school, or if you have not either paid your residential school fee or entered into a formal sponsorship arrangement with your employer, LEA or other appropriate agency.

You may attend only at the place and in the week to which you are allocated. If you arrive and you are not expected you are likely to be kept waiting until it is clear that there will, or that there will not, be a place for you.

If you are taking T401 *Technology project* you may be advised by your tutor or counsellor to seek allocation to a technology residential school if its academic facilities are relevant to your project. You would act as though you were seeking approval for voluntary second attendance: see Section 8.7.

Surrender of entitlement

You may surrender your entitlement to attend if you want to go on receiving correspondence material without attending the residential school, paying the full school fee or gaining a credit in the course concerned.

If you decide to surrender your entitlement you should inform your Regional Centre, in writing, that you surrender your entitlement to attend the residential school associated with one or more specified courses. All letters surrendering entitlement are acknowledged and you should keep your acknowledgement. *If you have not received one within twenty-one days, you should contact your Regional Centre.*

No fee reduction will be considered if your surrender of entitlement arrives after 28 June; you will then be liable for the full fee. The University reserves the right not to consider any reduction of fee liability unless you have formally written to your Regional Centre and you can prove this by producing the acknowledgement. The effect on fee liability is the same as if you withdraw from the course (see

Section 5.11): you may have to pay part or all of the residential school fee.

The consequences of surrender of entitlement are that that any residential school allocation you have will be cancelled and no place will be kept for you; and that you are no longer eligible for the award of a credit for the course and will receive a fail grade.

Restoration of entitlement

You can apply for restoration of entitlement to attend by sending the Residential Schools Students Office a list of the weeks in which you are prepared to attend, together with a cheque for the residential school fee.

Cheques should be made payable to 'The Open University' and crossed. Your payment will be returned if there is no mutually acceptable week to which you can be allocated, but this in itself would not constitute adequate grounds for excusal.

8.7 SECOND ATTENDANCE AT THE SAME RESIDENTIAL SCHOOL

Repeating your course

If you are repeating a course you are required to attend the associated residential school again even if you have done so in a previous year (without qualifying for the award of a course credit). The rigour with which excusal applications in such cases will be scrutinized will depend on advice given by individual course teams. Second attendance can be of advantage to you if you are repeating a course.

Repeating a course with a discipline-based or joint school

If you repeat a course associated with a discipline-based school, you are required to attend again unless you hold a course credit in another course associated with that school. Although you would normally be required to attend again if you had already attended a discipline-based school without qualifying for a course credit, and are now taking another course associated with that school, if you do decide to seek excusal your request will be considered sympathetically.

These requirements apply equally to second attendance at a joint school.

Resitting your examination

If you are allowed a resit examination you are neither required nor entitled to attend your course's residential school in the year of your resit (unless you are also taking another course which shares the school, in which case you are required to attend again). You may be permitted to attend the school voluntarily if a place is available. If you would like to explore this possibility please get in touch with the Residential School Students Office in late April or May.

Voluntary second attendance at a discipline-based school

If you attend a discipline-based school and obtain a course credit you will not be entitled to attend the school again when you register for another course in the same discipline-based group. You may, however, apply for permission to attend again. Permission is likely to be granted only if a place is available and your allocation will not affect students who have an *obligation* to attend: they will be allocated first.

You should make your application for second attendance direct to the Residential School Students Office at Walton Hall. You will be invoiced for the school fee when you have been allocated a place.

It would not be proper to include these arrangements under the sponsorship scheme, and you would not be given a certificate implying that attendance was necessary, but we will certify your attendance.

9 EXAMINATIONS AND COURSE RESULTS

9.1 EXAMINATIONS

Most degree-level courses have a written examination, usually lasting three hours, at the end of the year. The question paper will almost always be an unseen one, but you will receive a specimen examination paper with your course materials so that you can familiarize yourself with the appearance of the question paper, what you are asked to do and the type of questions you are likely to find.

Detailed information and instructions about examination arrangements, including examination materials, are given in Appendix 2. *You are advised to read the rest of this section and the appendix carefully, well before your examination.*

Examinations for students who are ill or who have disabilities

If you are ill at the time of the examination or you have a disability, it may be possible for special arrangements to be made for you to take your examination at home or in hospital. More details of these arrangements are given in Section 12.5. If they do not seem to meet your circumstances, please consult your counsellor and contact your Regional Centre.

Examinations overseas

Students registered outside the UK

Details of your nearest examination centre will be sent to you. If necessary you can ask for reallocation to another centre in the same way as a UK student.

If you want to take your examination in a place where there is no examination centre, we may be able to arrange it but an extra fee will be charged. Your request must reach the Assistant Registrar (Examinations) in the Examinations Office (address in Appendix 5) by 20 August.

Students registered in the UK

If you want to take an examination overseas your request must reach the Assistant Registrar (Examinations), Examinations Office (address in Appendix 5) at least eight weeks before the examination period begins, i.e. by 20 August. We cannot deal with requests which arrive later than that. If you apply too late you will have to return to the United Kingdom to take the examination at the scheduled time in order to complete the course for credit. In exceptional circumstances, if you are posted abroad at very short notice and cannot meet the deadline, you may apply to defer the examination to the following year; confirmatory evidence will be required.

If you have taken examinations overseas in previous years, you must still make a fresh application each year.

There is a fee for each examination arranged overseas. If you are a merchant seaman, a member of HM Forces or a dependant of a member of HM Forces your fee will be waived, as long as the examination can be arranged at a BFPO address.

9.2 DATES AND PLACES

Provisional dates of examinations

Examinations will be held in October. If you plan to take holidays during this period you are advised not to make a firm booking until you receive a detailed timetable in May. In no circumstances is it possible to arrange special examinations because of holiday commitments, but you may apply in June or July to take your examination at a different centre if you are holidaying in the United Kingdom. It may not be possible to allow you to take your examination at a centre outside the UK because these centres can accommodate only limited numbers of candidates.

Allocation to examination centres

In May you will receive the examination timetable for the current year and a list showing where examinations will be held for students attached to each study centre. If you want to take the examination in another town you should write to your Regional Centre *before 6 August* to ask for a change. If you are changing your address between May and the date of your examination and you want to change your examination centre allocation, you must write to your Regional Centre *immediately* you know your new address and state that you require a change of examination centre.

Towards the end of August you will receive a computer-produced letter (E2/R4) which will give your final examination centre allocation and full details of the facilities available at that centre, together with a summary of your assignment scores. The examination allocation will be based on information held by the University on 6 August, and applications for a change of centre after this date will be considered only in very exceptional circumstances.

The *Examination Arrangements* booklet, which will be sent to you in August with the E2/R4 letter, will tell you what stationery, texts and other materials you will need or be permitted to take into the examination room. Full information about the conduct of the examination is given in the booklet and in Appendix 2 of this Handbook.

9.3 ABSENCE FROM THE EXAMINATION

If illness or some other serious cause prevents you from attending the examination you may, at your Regional Director's discretion, be given the chance to sit a special examination in November, as long as you have sent a medical certificate and a written explanation of your absence to your Regional Director within five days of the examination. If you have done so but cannot sit the special examination, you should send a further medical certificate covering the special circumstances to your Regional Director. You will usually be allowed to sit the examination in the following October provided that you have met any residential school attendance requirement your course may have. You will have to pay the same fee as a resit student.

If you are absent from the examination and do not comply with the procedures you will not be permitted to sit the examination on a later occasion.

Exceptionally, a student may for medical reasons be awarded a course credit by *aegrotat* by the Senate.

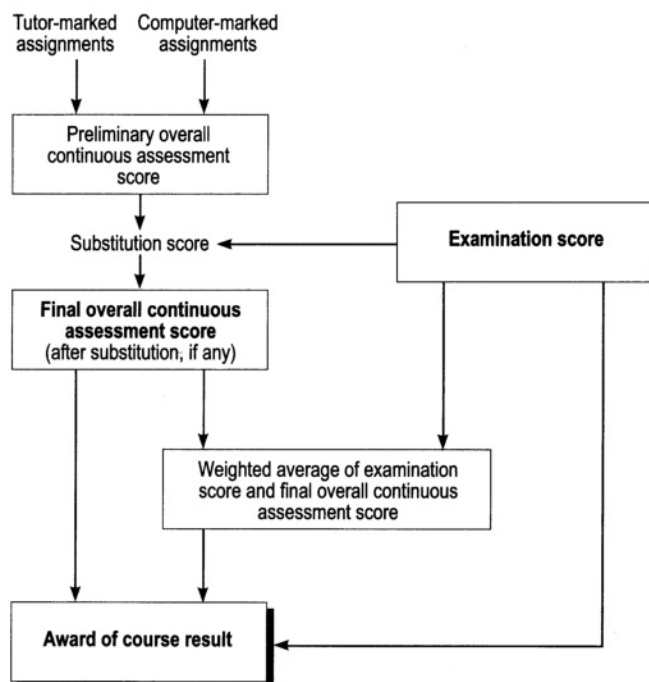
9.4 RESIT EXAMINATIONS

If you sit but fail the examination you may be permitted to resit it the following October provided that you have satisfied any residential school requirements and have achieved a score of at least 15 on the University Scale in the examination and an overall pass in continuous assessment (that is, a score of 40 or more on the University Scale).

Courses for which you are resitting examinations are counted towards the total number of credits for which you may register in any one year.

9.5 COURSE RESULTS

Three scores contribute to your course result: continuous assessment, the examination, and the average of these two scores weighted in accordance with the course's assessment strategy (they will be equally weighted unless your *Study Calendar* states otherwise).



How your scores contribute to your result

If no substitution has taken place, the preliminary and final overall continuous assessment scores will be the same.

The award of a course credit

The award of a course credit is decided by an Examination and Assessment Board. The Board comprises a chair (usually the chair of the course team), internal examiners (usually members of the course team) and at least one external examiner. The external examiners are senior academics from outside the University, usually from other universities or institutions of higher education.

The Board will have a list which shows, for each student: matrix cell position (explained below); individual TMA and CMA scores; overall continuous assessment score before and after substitution; examination score (including individual question scores); weighted average of the final overall continuous assessment score and the examination score; and residential school attendance marker, if applicable. The Board will also have all the examination scripts; special circumstance information (explained in Appendix 2 paragraph 18); information about examination scriptmarkers, adverse conditions in the examination centre and any administrative errors made by the University; and statistical analyses such as the distribution, mean and standard deviation of the continuous assessment and examination scores.

To assist it in reaching decisions the Board will have a matrix showing the University's Senate Guidelines for the award of results. Your position on this matrix depends upon your final overall continuous assessment score and your examination score. For example, if you had a score of 90 for continuous assessment and a score of 75 in the examination you would be in the second cell from the top in the left-hand column of the matrix.

Course results matrix: post-foundation courses

		Overall continuous assessment score (after substitution)							
		85	70	55	40	30			
Examination score	85	1	1/2	2/3	3/4	4/5	5	5	5
	70	1/2	1/2 2	2/3	3/4	4/5	5	5	5
	55	2/3	2/3	2/3 3	3/4	4/5	5	5	5
	40	3/4	3/4	3/4	3/4 4	4/5	5	5	5
	30	4/5	4/5	4/5	4/5	5	5	5	5
	15	5	5	5	5	5	5	5	5
		5	5	5	5	5	5	5	5

The numbers inside the matrix indicate the results – pass 1 (distinction), pass 2, pass 3, pass 4 and 5 (fail) – awarded for post-foundation courses. *Foundation courses have only two grades of pass: 1 (distinction) and pass.*

To be assured of achieving a pass 4 result you must score 40 in both continuous assessment and the examination. The 4/5 cells are the borderline pass/fail area. All students in the shaded area, 5, will automatically fail, and those below the broken line will not be eligible for a resit examination since they have not achieved the necessary examination score of 15.

As you will see on the matrix, for most cells Boards can award either of two results. Each Board will decide its requirements for the award of the higher result by setting:

- (a) a minimum examination score;
- (b) a minimum final overall continuous assessment score;
- (c) a minimum weighted average of these two scores.

To be awarded the higher result you must meet *all three requirements* set by the Board. For example, a Board might decide that to be awarded a pass 2 students must achieve:

- (a) minimum examination score 65;
- (b) minimum final overall continuous assessment score 65;
- (c) minimum weighted average of these two scores 70.

With the minimum scores set at these figures and assuming that the examination score and the final overall continuous assessment score are equally weighted, a student with a score of 65 on either continuous assessment or the examination would need a score of 75 in the other to achieve an average of 70 and satisfy the Board's third requirement for a pass 2 result.

It is because you must meet *all three requirements* set by the Board that the average of the examination and continuous assessment scores is not by itself a reliable indicator of the result that will be awarded. A student with a score of 80 in continuous assessment and 60 in the examination would have an average of 70, a pass 2 performance standard on the University Scale. But if the Board had set the minimum examination score for pass 2 at 65, the student would not have met this requirement and would be awarded a pass 3.

If you fall just below a borderline the Board will take note of any special circumstance information (see Appendix 2 paragraph 18), although only limited weight can be given to this, and may also review or re-mark your examination script in order to determine whether you should be placed above the borderline.

The Board cannot award you a grade of pass below what is shown in your cell of the matrix, unless you have failed to reach a threshold set for a component within the examination or continuous assessment. You will be told at the beginning of your course if any such thresholds are to be set.

Students who score less than 40 in *both* continuous assessment and the examination will fail automatically unless there are compelling special circumstances.

9.6 NOTIFICATION OF RESULTS

The University will try to send out course results shortly before or shortly after 25 December. As well as the result itself, you will be given your final overall continuous assessment and examination component scores and your substitution score, if there is one.

If you have not received your result by 12 January, you should write to the Undergraduate Student Office (address in Appendix 5). Please do not ask your Regional Centre or the Examinations Office about your results. In order to safeguard confidentiality, no results will be given by telephone. Further details will be sent to you in the *Student Handbook Supplement*.

It is the University's policy not to return examination scripts to students, nor are we able to provide any information about examination performance other than the examination score.

Pending results

For a few students each year Boards are unable, on the evidence before them, to come to a firm decision about the result to be awarded. In these exceptional cases a 'pending' result will be issued. There are various reasons for this. The Board may want you to attend a viva voce examination (the arrangements for this would be given to you separately), or some important data, such as a TMA score or examination information delayed by scriptmarking, may be missing from your assessment record. Urgent action is always taken by the University to provide the Board with the information it needs so that a final result can be sent to you as soon as possible in the new year.

9.7 QUERIES ABOUT COURSE RESULTS

Drawing up the list of results is the responsibility of the Examination and Assessment Boards on behalf of the University Senate. The Boards exercise academic judgement as to whether or not each student has reached the standard required to qualify for the award of a course credit, and their decisions are final in that there is no right of appeal to any other University body. At every stage of the award process careful checks are made to ensure that Boards make their decisions on the basis of full and accurate information.

If you think that an error has been made in your result, you can query it with the Deputy Academic Registrar (Course Presentation and Examinations). Before you do this you should discuss your result with your counsellor. If you still wish to pursue your query you should write a brief letter to the Deputy Academic Registrar (Course Presentation and Examinations), to arrive by 25 January.

It is not possible to arrange for scripts to be re-marked, for information about examination performance to be provided, or for previously undisclosed special circumstances to be considered.

All queries will be thoroughly investigated, and if any error comes to light the matter will be referred to the Examination and Assessment Board. A reply will be sent to you as quickly as possible, but the investigation and consideration of your query may take a little time.

9.8 FORMAL APPEALS

Should you fail and, after making a query, still be dissatisfied with the University's decision, you may appeal to the Pro Vice-Chancellor (Presentation and Student Support) *through the Academic Registrar*. You can appeal only against a 'fail' result, not against a grade of pass (that is, pass 1, 2, 3 and 4). The Pro Vice-Chancellor's powers extend only to establishing that results have been determined in the proper manner, not to changing the decision of an Examination and Assessment Board, since the Board has been empowered to take such decisions by the Senate of the University.

If you want to appeal to the Pro Vice-Chancellor (Presentation and Student Support), you should write to the *Academic Registrar*, stating the grounds for your appeal, within three weeks of receiving a reply to your original query.

10 AWARDS

10.1 THE DEGREE

The University awards two undergraduate degrees, BA and BSc. The degree may be awarded with honours when you have completed certain amounts of study at each academic level.

When you have completed the academic requirements for a degree the Graduate Office will tell you, shortly after course results are published, that you are eligible to receive an award. The University will not impose a particular degree on you but will offer you choices and ask you to make a decision. The choices may include, for example, accepting a degree classification or deferring acceptance in order to improve your honours classification.

10.2 THE AWARD OF THE DEGREE

BA or BSc

You can be awarded the BA or BSc degree when you have accumulated 360 credit points and you have satisfied the University's non-academic requirements such as paying fees in full and returning everything lent to you for your study. Your credit points can come from both Open University courses and valid awards of transferred credit. If you have any doubt about the validity of an award of transferred credit please write to the Credit Transfer Office (address in Appendix 5).

Whether your degree will be a BA or a BSc depends on your choice of courses: you need at least 180 points from courses designated as appropriate to the degree you want.

Combining associate and undergraduate courses

As long as you have successfully completed a foundation

course you may count towards your degree credit you have gained in degree-level courses as an associate student. To do this you must write to the Undergraduate Student Office and ask for credit for your associate courses to be linked to your academic record in the undergraduate programme. (Linking credits between programmes of study is explained in more detail in Section 11.1.)

The honours degree

The honours degree is awarded to students who have already been awarded the BA or BSc degree. The award of honours must be for the same degree, so you would get a BA (Honours) after a BA or a BSc (Honours) after a BSc.

For a BA or BSc degree with honours you need to accumulate at least 360 points and you may include up to 480 points (or 600 points, depending on your year of final registration). You must have at least 300 points at post-foundation level, and at least 120 of those must be at third or fourth level.

Transferred credit

Since awards of transferred credit do not have levels assigned to them, there are particular requirements for an honours degree if you hold an award of transferred credit. They allow you to qualify for an honours degree when you have accumulated between 360 and 420 points, depending on the amount of transferred credit you hold and the number of foundation course you have taken. You may, of course, still count 480 points towards your honours degree if you wish. The minimum requirements are set out in the table below.

Minimum requirements for an honours degree (expressed in points)

Transferred credit If you have	OU foundation credit points and you've taken	OU post-foundation credit points* you'll need	Honours degree and your honours degree will be
0	60	300	360
0	120	300	420
30	60	270	360
30	120	270	420
60	60	240	360
60	120	240	420
90	60	240	390
120	60	240	420
150	60	210**	420
180	60	180**	420
210	0	150**	360
240	0	120**	360

* These must include at least 120 points at third or fourth level.

** 240 post-foundation points are used in the classification formula. If you have fewer than that, Grade 4 passes are assumed for the 'missing' courses.

If you have a combination of transferred credit and foundation courses not shown in the table, please write to the Credit Transfer Office for advice.

Collaborative scheme credits have levels assigned to them and count towards an honours degree in the same way as Open University post-foundation credits.

Permission to exceed the honours maximum

If there are special reasons of a vocational or educational nature the University may, exceptionally, grant permission to obtain an honours degree with more than 480 points (or 600 points, depending on your year of final registration). Permission should be sought through the Student Progress Committee.

Each case is considered on its merits. If you are working towards a degree which is recognized by an external professional body, such as the British Psychological Society, you will receive sympathetic consideration.

Classification

Information about the classification of honours degrees is available from your Regional Centre (address in Appendix 4) or the Graduate Office (address in Appendix 5).

10.3 DEGREE CEREMONIES

In the spring and early summer each year the University holds degree ceremonies at which graduates are presented to the Chancellor, Vice-Chancellor or one of the Pro Vice-Chancellors. Details of the following year's ceremonies are sent to you in October of the year in which you are likely to graduate. Attendance is optional. You may attend once only, when you gain either a degree or an honours degree.

Hire of academic dress

Information about hiring Open University academic dress for degree ceremonies will be sent to you with the other ceremony details in October. Arrangements for the hire of academic dress at any other time of the year can be made through the Graduate Office.

Late awards

Students who obtain late awards by linking credits for associate courses or gaining other transferred credits after they have received their last examination result will not usually be able to attend a ceremony until the following year, since places at many of the degree ceremonies are all taken up by the end of December.

10.4 AWARD OF UNDERGRADUATE DIPLOMAS

The University awards several undergraduate diplomas. If you already hold credits for courses that are now part of a diploma programme and you want to count them towards the diploma, you can do so by filling in a 'Request to count courses towards the diploma in...' form that will be sent to you. You can also get the form from the Long Associate Courses office (address in Appendix 5). If you are applying retrospectively for a diploma you may be asked to pay a fee.

11 ACCUMULATING CREDIT WITHIN AND OUTSIDE THE UNIVERSITY

11.1 WITHIN THE UNIVERSITY

Accumulating credits in one programme of study

As an undergraduate student you can qualify for a degree or an honours degree, and perhaps for an undergraduate diploma, by accumulating credit in the undergraduate programme.

Some Open University courses can count towards qualifications in more than one programme of study, so if you have obtained a course credit in one programme you may be able to link it to your academic record in another programme.

Linking credits from one programme of study to another

Not all courses can be linked from one programme to another, and you should ask your Regional Centre if you are in any doubt. The general possibilities are explained here.

Linking courses from one Open University bachelor's degree to another

If you have completed a BA or BSc degree (or honours degree) and then register for a second bachelor's degree you can link courses, up to 180 points, from your BA or BSc to count towards the second degree. If you have completed courses beyond the 360 points required for the BA or BSc but have not accepted honours, you can link up to 120 points from these 'extra' courses as well as the 180 points from the degree itself. Until the end of 1997, there will be exceptional arrangements for BA graduates who want to link courses into a BSc (honours) degree.

Linking associate courses into the undergraduate programme

If you have studied as an associate student and then register in the undergraduate programme, you can link credit for certain associate courses to count towards your degree once you have successfully completed a foundation course. You can link:

- Any course which is (or was) available to undergraduate as well as associate students, whether you took it as a single course or as part of a diploma.
- The diploma courses ET217 *Living with technology* (which counts as a foundation course), K258 *Health and well-being*, K259 *Community care*, K260 *Death and dying*, K663 *Roles and relationships*, K665 *The disabling society*, K668 *Mental handicap: changing perspectives*. K663, K665 and K668 are 15-point courses and must be paired in 30-point combinations in order to count towards a degree*.
- The education course EP228 *Frameworks for teaching*.

* One full-credit course = 60 points
One half-credit course = 30 points

Linking undergraduate courses into diploma programmes

If you have studied as an undergraduate and then register for a diploma, you can link into the diploma programme:

- Any course which can count as a Part A course in an Advanced or Professional Diploma in Education.
- Any course which can count as an optional course in the Diploma in Health and Social Welfare.
- D251 *Issues in deafness*, which is Part A of the Professional Diploma in Social Work with Deaf People.
- D310 *Crime, justice and society*, which is Part I of the Advanced Diploma in Criminology (Prison Studies).

Linking associate courses between two diplomas

You can link certain associate course credits to count towards two diplomas. For example, E242 *Learning for all* is both a Part A course in the Advanced Diploma in Educational Management and an optional course in the Diploma in Health and Social Welfare, and you can count a credit for it towards both diplomas.

Linking courses into the Diplomas in Applied Social Sciences, Computing, Pollution Control

These courses that make up these diplomas are available both to undergraduate and to associate students. If you have studied any of the courses in either programme, you can count them towards the diplomas.

Linking associate courses into master's degree programmes

A few of the courses available to associate students are at master's degree level and can be linked to count towards the MA in Education or the Master of Business Administration. These courses usually have 8 as the first number in the course code (E802 and B881, for example).

Restrictions on linking courses

No course can count towards more than two qualifications. If you counted E242 *Learning for all* towards two diplomas, for example, you could not also count it towards a degree. If one qualification is subsumed within another, as the BA is within the BA (Honours), the two are treated as a single qualification.

The BA and the BSc are separate qualifications and you will be awarded one or the other, depending on the balance of your studies.

Certain groups of courses are 'excluded combinations' because they have a substantial overlap of content. You cannot count more than one course from an excluded combination towards a qualification, even if you study them in different programmes.

What to do to link course credits

If you want to arrange for a course credit to be linked to another programme of study, you should write to the

office which is responsible for the qualification you want to link it into:

To link credits into a bachelor's degree or from one bachelor's degree to another

The Undergraduate Student Office

To link credits into a diploma

The Long Associate Courses Office

To link credits into a master's degree

The Higher Degrees Office

Addresses are in Appendix 5.

A few Open University courses which cannot be linked directly to the undergraduate programme can be counted towards the degree as basic-rate transferred credit (like study you have done outside the University, as explained in the next section). This is done through the Credit Transfer Office. The Professional Diploma in Management, for example, can count as 60 points* of basic-rate transferred credit towards the degree. If you would like to know more about this, please write to the Credit Transfer Office.

11.2 TRANSFERRED CREDIT FOR STUDY YOU HAVE DONE ELSEWHERE

In recognition of courses of study you have successfully undertaken with other institutions, the University can grant awards of transferred credit (formerly called 'advanced standing') to be counted towards the degree (and other qualifications). By this means we hope to promote the national transfer of credit between institutions and to encourage holders of non-degree qualifications of recognised status and people who have not completed their degree-level studies to go on to the first degree of the Open University.

An award of transferred credit does not give exemption from particular courses but reduces the number of Open University course credits you need for the degree. There are two kinds of award, basic-rate transferred credit A (formerly called 'general credit exemption') and full-rate transferred credit B (formerly called 'directly transferred credit'). Full-rate credit is in general limited to applicants who have studied at universities or colleges with which we have credit transfer agreements.

Basic-rate transferred credit

Basic-rate credit awards are based on the number of years of full-time academic study (or the part-time equivalent) you have completed successfully at a higher education level that can lead to a qualification. 60 points will usually be awarded for each year of study which satisfies these criteria, although other considerations such as overlap in syllabuses or progression between courses come into play if the claim is based on more than one period of study. The maximum award is 180 points.

Basic-rate transferred credit does not exempt you from particular courses but reduces the amount of Open University credit you need to acquire for the degree. If you receive an award of 90 points or more you will be required to include one, and only one, foundation course credit in your degree; you will not be allowed to include a second.

Awards of transferred credit are based on study you have successfully completed, not on qualifications. There

are no 'automatic' awards for particular qualifications. The regulations about combining awards for separate periods of study, maximum levels of award and credit requirements for the degree are all taken into account. Nevertheless, you may find it helpful to look at the following examples of awards of basic-rate transferred credit to claimants who have successfully completed courses leading to certain qualifications:

First degree of a UK university or the CNAAC (3 years full-time study)	180 points
Teacher training certificate (3 years full-time study)	150 points
Teacher training certificate (1 year full-time study)	60 points
BTEC or SCOTVEC Higher Diploma, HND (2 years full-time or 3 years sandwich study)	120 points
BTEC or SCOTVEC Higher Certificate, HNC (1 year full-time or 2 years part-time study)	60 points

Many courses do not include enough study at the higher education level to warrant an award of transferred credit. Examples of courses that do not contribute to an award are:

GCE A-level or S-level

BTEC or SCOTVEC Ordinary Diploma, OND

BTEC or SCOTVEC Ordinary Certificate, ONC

All the courses mentioned here are *examples only*; the lists are not comprehensive.

Claiming basic-rate transferred credit

You can make a claim for the award of basic-rate transferred credit at any time during your studies. Most people do so when they first apply to the University so that the details of their awards can be decided before they begin their studies. If you think you might be eligible for an award but have not yet submitted a claim you are advised to do so as soon as possible, since the outcome could affect your study plans. Please ask the Credit Transfer Office (address in Appendix 5) for a claim form and full information.

If you have already submitted a claim but want additional qualifications or courses of study to be taken into account, you should write to the Credit Transfer Office and ask for a reassessment form.

Any conditions associated with an award of transferred credit, including foundation course requirements, will be explained in the formal letter of award from the Credit Transfer Office.

Full-rate transferred credit

The University has credit transfer agreements with most universities in the United Kingdom and with some overseas institutions. These agreements allow students who have successfully completed part, but not all, of a first degree to be considered for an award of full-rate transferred credit when they apply for places as undergraduate students with the Open University. (Some of the agree-

ments also cover certain certificate or diploma programmes.) 120 points* can be awarded for each successful year of full-time study or its part-time equivalent; the maximum award is 240 points. An up-to-date list of 'agreement' institutions, with details of eligible forms of study, is available from the Credit Transfer Office.

Awards of full-rate transferred credit are granted only when you first apply to the University. Once you are a registered student we cannot consider a claim, unless, after completing at least one Open University foundation course, you undertake a period of first-degree study at an institution with which the University has an agreement. Then, as long as you have not studied concurrently with the Open University and the 'agreement' institution and have not been awarded a degree by that institution, you may be eligible for an award of full-rate credit, subject to the usual credit transfer rules, when you resume your Open University studies.

If you receive an award of full-rate transferred credit any special conditions or requirements will be explained in your letter of award from the Credit Transfer Office.

Updating conditional awards of transferred credit

Until 1991, any award of transferred credit made while you were an applicant or an initially registered student was conditional: if you did not complete final registration in that year, your award lapsed and could be reinstated only if you asked the Credit Transfer Office for an update when you applied again for admission to the University. Awards made in 1992 or later are not conditional. They should remain on your record even if you do not complete final registration in the same year as your initial registration.

If you find that your award of transferred credit is not shown on your Student Allocation Record, please write as soon as possible to the Credit Transfer Office and ask for an update.

11.3 HOW TRANSFERRED CREDIT CAN AFFECT YOUR COURSE CHOICE

When you choose your courses for the coming year, you should consider:

- The conditions of any award of transferred credit.
- The possibility of abandoning part or all of any award of transferred credit.
- The possibility of study at another institution that could give you credit towards the Open University degree.

Conditions of transferred credit awards

Your award of transferred credit may include conditions, such as a permitted number of foundation courses, which you will need to take into account when you choose your courses. If you have any doubt about any aspect of your transferred credit award, please ask the Credit Transfer Office (address in Appendix 5).

* One full-credit course = 60 points
One half-credit course = 30 points

'Discretionary' credit exemptions

Some students who finally registered with the University before 1981 have transferred credit awards, based on initial teacher training courses, which include a 'discretionary' credit exemption. This exemption is awarded only to students who complete an approved programme of Open University courses in educational studies. If you have a discretionary credit exemption as part of your degree and you intend to continue your studies for honours, you should check the conditions of your award carefully. The discretionary credit will not automatically count towards the honours degree unless you continue to pursue an approved programme of educational studies courses.

Abandoning awards of transferred credit

If at any time before you are awarded the degree you decide that you do not want to benefit from all or part of your award of transferred credit, you should inform the Credit Transfer Office. You must do this not later than two weeks after the despatch of the course results or the award of transferred credit which would qualify you for the degree. You can choose to be subject to the foundation course requirements of either your revised or your original award.

Once the degree has been awarded, any transferred credit that counted towards it cannot be abandoned before the honours degree is awarded. So *before* you go on to honours you should consider carefully whether you want to abandon any of your transferred credit in order to fulfil the requirements of professional or educational institutions from which you hope to gain recognition. If you completed final registration after 1976, you can count not more than 480 points towards your honours degree.

Study at other institutions: collaborative schemes

Schemes of academic collaboration give Open University undergraduates opportunities to gain credit towards their degrees for study in subject areas not offered by the University. The schemes allow undergraduate students who have obtained certain specified Open University course credits to transfer to another institution for a period of study to take an approved programme of undergraduate-level courses.

Successful completion of collaborative scheme study can give you an award of transferred credit towards your Open University degree at a rate of 120 points for a full-time academic year of study. The credits are titled and graded and can count towards the honours degree classification.

The subjects offered in collaborative schemes at present include history, archaeology, classics, religious studies and biology. There are also a few general schemes offering a wide range of subjects. You can get a leaflet of general information about collaborative schemes and a list of the institutions concerned from the Central Enquiry Service or from your Regional Centre.

11.4 USING OPEN UNIVERSITY CREDITS TO ENTER OTHER INSTITUTIONS

Many students want to use their Open University course credits to enter a first-degree programme at another institution, and perhaps to gain exemption from part of the programme. It is likely that any higher education institution in the UK or the Republic of Ireland will consider applications from candidates who have Open University course credits (except perhaps for a few specialized degree programmes), and many have confirmed their willingness by signing a reciprocal credit transfer agreement with the Open University. Most of the current agreements are concerned with full-time degree programmes but institutions that also offer part-time degrees would apply the same principles, and we are beginning to introduce agreements based on the Credit Accumulation and Transfer Schemes (CATS and SCOTCATS) explained briefly in Section 1.3. An up-to-date list of the 'agreement' institutions, including several overseas, is available from the Credit Transfer Office.

These agreements do not guarantee admission. Each institution will decide whether to admit you and whether to allow any exemption after considering the number of places available, the appropriateness of your Open University courses and perhaps the grade at which you passed them. The details of the agreements vary, but in general:

- 60 points* from Open University courses at foundation level may satisfy the minimum requirement for admission to a first-degree programme.
- 120 points, usually including at least 60 points at post-foundation level, may give you direct entry to the second year of a full-time degree programme, or the award of 120 undergraduate-level CATS points towards the degree.
- 240 points may give you direct entry to the third year of a full-time degree programme, or the award of 240 undergraduate-level CATS points towards the degree.

These are *minimum* requirements; the admitting institution may insist on more. It may also specify the level of the Open University courses, their content and the grade of pass it will accept. In many institutions entry after the beginning of the second year of a full-time programme is exceptional, or not permitted at all, because the second-year and third-year studies are closely integrated.

There is more information about transfer to first-degree study at other institutions in Recognition Information Leaflet 2.2, which you can get from most study centres, from your Regional Centre or from the Central Enquiry Service.

11.5 RECOGNITION OF OPEN UNIVERSITY CREDITS AND QUALIFICATIONS

Open University course credits and qualifications are widely recognized as equivalent to those awarded by other United Kingdom educational institutions. Since they are recognized by many employers, training organizations, professional bodies, local education authorities and higher education institutions, they could make you eligible for:

- Entry to a particular career.
- Entry, sometimes with transferred credit, to other programmes of study, as explained in Section 11.4.
- Membership of professional bodies. Some accept the Open University degree, with a specified profile of courses, as equivalent to a relevant single-subject degree from another United Kingdom institution; others offer exemption from the body's own examinations in recognition of individual Open University courses.
- Financial assistance with the costs of your studies.

There is more information about all these possibilities in a series of Recognition Information Leaflets, available at most study centres or from your Regional Centre or the Central Enquiry Service.

11.6 NATIONAL AND SCOTTISH VOCATIONAL QUALIFICATIONS

National Vocational Qualifications (NVQs) and Scottish Vocational Qualifications (SVQs) were established by the National Council for Vocational Qualifications and the Scottish Vocational Education Council to provide a set of qualifications that assess practical competence at levels from craft/technician to graduate and professional occupations.

These new qualifications are still being developed and information about them is likely to change. Some Open University courses, or parts of them, may contribute to NVQs and SVQs, and the Central Enquiry Service or your Regional Enquiry and Admission Service can tell you about these and about the possibility of tax relief on the course fees.

* One full-credit course = 60 points
One half-credit course = 30 points

12 STUDENTS WITH DISABILITIES

12.1 THE UNIVERSITY'S POLICY

The University is committed to offering students with disabilities full access to all its courses and programmes, and the support necessary to enable them to participate, as far as possible, in every aspect of University life.

Many different University departments are involved in the support of students with disabilities. Broad co-ordination of policy and services is the responsibility of the Office for Students with Disabilities (address in Appendix 5) and the Adviser on the Education of Students with Disabilities at Walton Hall.

Educational support for disabled students often requires special knowledge, skills and the provision of a wide range of technological aids, so collaboration with organizations such as the Royal National Institute for the Blind, the Royal National Institute for the Deaf and the National Federation of Access Centres is an important part of the University's policy.

A news magazine, *Open Links*, is sent out twice a year to give information about matters of particular interest to students with disabilities and their tutors and counsellors.

Information about your needs

The University has developed a comprehensive and innovative system of support for students with disabilities, and above all it tries to match services to each individual's needs. So that you can overcome any barriers that might hinder your studies, you are strongly urged to inform us as early as possible of any help you need or think you might need.

If you indicated on your application form that you have a disability, your Open University region should have asked you about your requirements and, in consultation with you, completed a form (PT19). The information on the PT19 form remains confidential to the University. It is used to identify appropriate services and plan and provide them. If the information you gave for the PT19 form changes in any way you should inform the University at once, usually through your counsellor.

12.2 ACADEMIC SUPPORT

Counselling

Your tutor-counsellor or counsellor will make sure that the appropriate areas of the University are informed if you experience any serious difficulties or if any new needs come to light. Most Regional Centres have a senior counsellor with special responsibility for students with disabilities, or a Regional Disability Adviser. If your counsellor cannot help you with a particular problem or enquiry, your Regional Centre should be able to do so.

Tuition

If your disability prevents you from attending tutorials or day-schools, or getting the full benefit from them, your tutor-counsellor or tutor can arrange alternative sessions

at your home or another mutually convenient place, or by telephone.

A sign-language interpreter, lip speaker or note-taker can be provided for hearing-impaired students at tutorials and day-schools, and you can borrow a personal induction loop from the Office for Students with Disabilities (though the number of these is limited).

Study centres

Regional Centres try to allocate disabled students to study centres that suit their individual circumstances and needs, but this is not always possible after foundation level. If you are allocated to a centre which is not accessible to you, please ask your counsellor or Regional Centre about alternative arrangements.

Residential schools

Information about special arrangements that can be offered at residential schools is given in Section 8.4.

Preparatory courses for students with impaired sight or hearing

These preparatory courses are residential weekends held at the beginning of the year. They introduce the University's teaching methods and help new students to develop skills of independent study, using appropriate aids and equipment. The course programme includes guest speakers, a resource centre where leading suppliers display and demonstrate special equipment, staff development sessions for tutors and a series of informal but structured group sessions for students. All the costs of the course, including travel, are met by the University.

12.3 LEARNING MATERIALS

If conventional materials such as printed texts are difficult or inaccessible to you, the Office for Students with Disabilities can offer alternative learning materials.

You should receive your learning materials in good time before you need them. If you do not, or if anything is missing or damaged, please telephone or write to the Office for Students with Disabilities (address in Appendix 5).

Audio cassettes of printed course material

If you are visually impaired, dyslexic or have another disability that makes it impossible for you to use printed materials, we can supply you with audio cassettes of printed units, set books, readers and other texts. This service is available for most undergraduate courses; but for practical reasons courses are not recorded for their first year of presentation, unless they are foundation courses.

If we know that you rely on audio cassettes, we will send you a *Guide to Courses and Study Packs on Audio Cassette* in time for conditional registration (late May or early June). The *Guide*, available in print, audio cassette or braille, lists

the courses that have been recorded for the following year and gives details of our plans for recording in the future. If you are interested in taking a course which is not listed in the *Guide*, please ask the Office for Students with Disabilities at least six months before you hope to start the course. Audio cassettes of course units should be returned to the Office for Students with Disabilities by 31 October each year.

As well as course units many administrative publications, including this Handbook, are available on audio cassette and so are the University's newspaper *Sesame*, and *Open Links*.

Recordings of the set books for most courses can be borrowed from the Royal National Institute for the Blind. You should send your request as soon as your place on the course is confirmed, so that the cassettes can be copied and sent to you before the course begins. The address is The RNIB Cassette Library, Customer Services, RNIB, PO Box 173, Peterborough PE2 0WS.

Transcripts

Most courses can offer transcripts of radio and television programmes and course cassettes, both audio and video, though you are advised not to choose courses in their first year of presentation as transcripts may not be ready in time.

Comb-bound course units

Comb-bound units are easier to use if you have impaired manual dexterity; the pages lie flat when turned. Printed course units, but not supplementary items or set books, are available in this form on request.

Subtitled videos

If your hearing is impaired you can borrow subtitled videos of television programmes for the foundation courses A102, D103 and S102. We hope to offer this service for more courses in the future.

12.4 EQUIPMENT

If you have impaired hearing, you can borrow a personal radio loop to use at tutorials and residential schools. We can also lend text-telephones and speech pitch-reducers, which make audio cassettes easier to hear when played back at increased speed. If you have impaired sight, you can borrow a programmable calculator with attached speech synthesizer.

If you have a severe disability you can, on the recommendation of the University's Adviser on the Education of Disabled Students, have a professional assessment of the possible benefits of information technology, such as a specially adapted computer with synthetic speech output. The University may pay for the provision of equipment recommended for you, and for training through a scheme run in conjunction with the National Federation of Access Centres, a network of further education colleges that provides information technology services to disabled students.

12.5 ASSIGNMENTS AND EXAMINATIONS

Your region can make special arrangements to help you with assignments and examinations. You can be given alternative or adapted assignments if your disability makes the set work impossible. In examinations you may be allowed to use a typewriter or word-processor, to have an amanuensis, or to take extra time or rest breaks. You can have examination papers in large print, on cassette or in braille, and you can take your examination at home or at other special examination centres. (Appendix 2 paragraph 18.3 tells you briefly how to ask for special examination arrangements.)

Although there is flexibility in the arrangements that can be made, you will of course be subject to the same academic demands and standards as other students.

12.6 OTHER SOURCES OF SUPPORT

Open University Students' Association (OUSA)

The University's Students' Association offers a considerable amount of support to its members with disabilities. The Student Support Committee tries to make sure that there is a student co-ordinator in each region who can offer advice on transport, help at residential school and other matters. You can find general information about OUSA in Section 13.3.

Statutory services

Local authorities in the United Kingdom have responsibility for providing certain services for disabled people, and it is worth asking your local authority what help it can offer you with your studies.

Voluntary bodies

There are many organizations, mostly charities and voluntary bodies, that can provide useful advice and support. The RNIB, for example, gives a grant, up to about £450, to visually-impaired undergraduate Open University students to help with the purchase of equipment.

You can get addresses and details of these organizations from your Regional Centre or from the Office for Students with Disabilities.

13 COMMUNICATION AND PARTICIPATION IN THE UNIVERSITY

This section describes briefly how the University is organized and how you as a student can take part in its affairs.

13.1 HOW THE UNIVERSITY IS ORGANIZED

The University's central headquarters is at Walton Hall, Milton Keynes, with thirteen Regional Centres and over 260 study centres in the United Kingdom and other countries. Outside the UK, in most of the countries in which Open University courses are offered there is a Co-ordinator who can offer advice if your counsellor is not available. Co-ordinators' addresses are listed in Appendix 4.

You are likely to have most of your regular contact with your Regional Centre, and Section 5 of this Handbook briefly explains its role in your studies. Addresses of Regional Centres and study centres are listed in Appendix 4. The central headquarters has an equally important though less obvious role, and this is described here.

The central headquarters at Walton Hall comprises academic areas, responsible for the content of the courses, and non-academic areas, responsible for operational activities such as producing course material and for administration of both students and staff.

Academic areas

The University has eight academic areas: the Faculties of Arts, Social Sciences, Science, Technology, and Mathematics and Computing, and the Schools of Education, of Health, Welfare and Community Education and of Management. Academic staff work in course teams to produce courses, monitor the teaching of them and keep them up to date.

As well as the areas responsible for producing courses there are other units whose work directly or indirectly affects your studies. The Institute of Educational Technology advises course teams on making their courses as educationally effective as possible and also undertakes educational, institutional and survey research. Regional Academic Services co-ordinates the activities of the Regional Centres and represents their interests at Walton Hall. There is also a library at Walton Hall, which principally provides a service for academic staff.

Operational and administrative areas

On the non-academic side, the operations area is responsible for the printing and distribution of course materials including scheduling, editing, design, photography, warehousing and mailing. There are several administrative offices concerned with student, staff and academic affairs. Those you are most likely to have dealings with are mentioned here.

If you are an undergraduate student, you may already have had contact with the Undergraduate Admissions Office. Once you are finally registered your records become the responsibility of the Undergraduate Student Office which deals with course allocation, registration and notification of results.

The Assignments and Examinations Section deals with the administrative aspects of assessment and examinations, including the marking of computer-marked assignments, recording all assignment scores, arrangements for examinations and the award of course results. The Residential Schools Section makes all the arrangements for students on courses that include residential schools, including allocating students to schools. All fee payments and related matters, including the administration of the Financial Assistance Fund, are the responsibility of the Student Fees Section. The Credit Transfer Office deals with claims for awards of transferred credit and is also responsible for matters to do with the recognition of the University's courses and qualifications by employers and other organizations and institutions. When you have gained enough credits to qualify for a degree, the Graduate Office will issue your degree certificate and organize your graduation ceremony.

13.2 HOW STUDENTS CAN PARTICIPATE IN UNIVERSITY AFFAIRS

Although Open University students have many demands on their time, the University has always been most anxious to give them an opportunity to be involved in important matters of policy. The University's Charter made provision for an organization of students and for a General Assembly to bring together students, tutorial and counselling staff and full-time staff. Since then the University has developed a comprehensive system of consultation and representation.

Representation on University bodies

The Open University Students' Association (see Section 13.3) appoints student representatives to a wide range of University bodies including in particular:

- The Council, which is the executive governing body of the University and has ultimate responsibility for the conduct of all University affairs; its membership is drawn from both inside and outside the University.
- The Senate, which is responsible for the academic policy of the University, directing and regulating all matters connected with examinations and the award of the University's qualifications.
- The Academic Board, which is responsible for formulating academic policies for the approval of the Senate and for co-ordinating and reviewing these policies.
- Several committees which report to the Academic Board, including the Programme Development Committee, the Student Progress Committee, the Teaching and Counselling Committee and the Examinations and Assessment Committee.
- Faculty, Institute and School Boards.
- Regional Committees, which are responsible in each region for determining policy and practices consistent with the University's overall policy.

Vacancies for student representatives are usually advertised in publications sent to all students. If you are interested, please get in touch with your local OUSA branch secretary or the OUSA Office (address in Section 13.3).

Consultative committees

Regional Consultative Committees

In each region there is a Regional Consultative Committee which brings together student representatives (including one student from each UK study centre), tutorial and counselling staff representatives and Regional Centre staff. Each Committee usually meets twice a year, discusses matters of regional policy and practice and acts as a forum for the consideration of matters of wider concern within the University. There is also one joint meeting a year of each Regional Consultative Committee and Regional Committee, which includes the full-time staff in the region.

Central Consultative Committee

This committee includes students and tutorial and counselling staff from each region, and a number of full-time staff. The committee holds three meetings a year, one of which is usually residential. Some of the main issues which the Central Consultative Committee has considered in recent years have been the University's financial position, fees, the University's teaching methods, examination policy, the development of the institution in the next decade, and the University's strengths and weaknesses in today's competitive situation.

The General Assembly

The General Assembly is a statutory body chaired by the Vice-Chancellor. It has over two hundred members including representatives of students, tutorial and counselling staff, full-time staff and some external bodies that co-operate closely with the University. The Central Consultative Committee is the executive of the General Assembly and is empowered to decide that a meeting of the General Assembly should be convened.

13.3 STUDENTS' ASSOCIATIONS

Open University Students' Association (OUSA)

Membership includes all currently registered students of the University except those who exercise their right to opt out: there is no subscription. The Association provides support services necessary for the effective representation of students' views, both within the University and outside. It also offers help with educational and welfare problems, organizes weekend schools and study groups, encourages the formation of societies for special interest groups, runs a marketing service and provides social activities for its members and their families. OUSA campaigns for a fair deal for Open University students in terms of fees and grants and against cuts in services to students.

Its governing body is an annual National Conference comprising representatives from all study centres and affiliated societies. There is a National Executive Committee responsible for implementing policies determined by the National Conference. Local activities are organized by

branches based in study centres. Branches keep in touch with each region by sending representatives to a Branch Co-ordinating Committee.

OUSA produces a variety of publications through the year but for information or help at any time you can contact local or national representatives either directly or through the central OUSA Office, PO Box 397, Walton Hall, Milton Keynes MK7 6BE, telephone 0908 653776 (answering service 0908 652190).

Association of Open University Graduates

The Association was formed in 1988 as a national, independent organization run by, with and for Open University graduates of any designation. There is an annual subscription for membership. The aims of the Association are to promote the interests of the members and the standing of their degree; to support the continuing development of the University; to promote and encourage local groups of members; and to organize regional and national educational and social activities. The Association offers several scholarships each year to postgraduate students in the penultimate year of their studies. It also nominates the two graduate members of Council, and is gradually being offered participation on Regional Committees.

The Association offers University graduates a means of keeping in touch with one another and with the University. You can get more information from The Administrative Officer, Association of Open University Graduates, The Open University, Milton Keynes MK7 6AA, telephone 0908 653316.

13.4 UNIVERSITY NEWS

Sesame

Sesame, the Open University newspaper, is distributed free to all students and staff six times a year. As well as reporting events and developments in the University, it helps to bridge the distance between Open University members when there are matters of concern to debate or experiences to share.

Although it is financed by the University and informal guidance on editorial policy is continually sought, *Sesame* is not an 'official' publication and has editorial freedom to pursue issues of interest and concern to its readers.

Readers' contributions are always welcome. The editor regrets that letters cannot be acknowledged, but a book token is sent to writers of those published. Articles and photographs are routinely acknowledged, and you will hear further if they are about to be published. Authors of articles printed sometimes receive small payments. *Sesame* carries display advertisements and classified 'small ads'. Contributions and enquiries should be sent to *Sesame*, The Open University, Walton Hall, Milton Keynes MK7 6AA, telephone 0908 653761, fax 0908 652247.

Radio and television programmes

There are radio and television programmes with similar aims. A weekly radio magazine programme, *Open Forum*, brings you up to date with University developments and provides an opportunity for exchange of opinion and

information among students and staff. On television there are various programmes not associated with particular courses. These include *Open Forum*, a monthly programme with news of developments in the Open University and the wider educational world, which is transmitted throughout the academic year, and *Open Advice* programmes, some of which deal with advice on study skills such as preparing for examinations or for residential school. Transmission details of these programmes are published in *Sesame* and in a *Transmission Information* leaflet which is sent to all students.

14 REGULATIONS

The University has comprehensive formal regulations that cover all the main areas where you and the University come together. A full copy of the current regulations is available, without charge, from your Regional Centre or from the Central Enquiry Service.

The regulations, which constitute the formal terms of the contract between the Open University and you, the student, cover the following areas, which are also dealt with in sections of this Handbook:

- Registration as a student *Section 2*
- Fees and other financial liabilities *Section 4*
- Assessment and examinations *Sections 7 and 9*
- Academic awards *Section 10*

There is also a code of practice for dealing with matters of student discipline, including information about what the University classifies as disciplinary offences, penalties that may be imposed, and the appeal arrangements that are available to you if you are in dispute with the University.

You will probably find that most questions you have about the regulations governing your study are answered in this Handbook, which also refers you to the various administrative documents and notes you will be sent during your studies. In particular, when there are contractual implications (such as incurring a fee liability) they will be spelt out in the advisory notes. If you have any special question, or you would like a copy of the regulations, please ask your Regional Centre, the Central Enquiry Service or the Undergraduate Student Office.

APPENDIX 1

SENDING IN YOUR ASSIGNMENTS

TMA FORMS

A TMA form (PT3) will be sent to you with each pack of assignment material. You must attach a PT3 to each assignment you submit, and send it to the tutor responsible for marking and commenting on it. Each form must relate to one assignment only and you must not split your assignment and send the parts in separately.

The TMA form has four copies, and you must attach them all to your TMA. To fill the form in, rest it on a hard surface and use a ball-point pen, pressing firmly – you don't need carbon paper – or a typewriter. Make sure that all four copies are legible. An example of the form is given below. You need fill in Section 1 only, as follows:

- 1 Write your name and address in the box, which will show through a window envelope when it is returned to you.
- 2 Enter your region code (e.g. 01 for London, 12 for Northern Ireland), putting one digit in each box.
- 3 The date in the next box should be the date you actually put your assignment in the post.
- 4 Your tutor-counsellor's or counsellor's name and number go in the next two boxes. If you have a separate tutor for the assignment, that tutor's name and number should not be entered.
- 5 Your personal identifier goes in the next box, e.g. M0175493.
- 6 The last box is for your course code and assignment number, e.g. D102 03.

Sending in your TMA

Unless you are told otherwise, use A4 paper (the same size as this page) for your tutor-marked assignments, and leave a wide margin, about two inches, on the left-hand side for your tutor's comments. Put your name, personal identifier, course and assignment number at the top of *every* sheet.

Make sure that you have completed all parts of Section 1 correctly before sending your assignment off, and write your name and address on the back of your envelope.

CMA FORMS

A supply of CMA forms will be included in mailings of course material, together with addressed envelopes to return them to the University. You will see from the example below that the CMA form is in two parts.

How to complete Parts 1 and 2 of the CMA form

Part 1

Part 1 is to identify you, the course you are taking and the assignment you are submitting. Fill in the left-hand box in the usual way, using an HB pencil. Then enter your personal identifier, course and assignment number by marking the appropriate cells with an HB pencil. Draw a line across the cell joining up the two dots (–). It is important that you do this neatly and correctly in accordance with the instructions on the CMA form; do not continue your line over into another cell.

Suppose that your personal identifier is M3017392 and that you are submitting CMA number 41 for the course S102. To record your personal identifier, mark M in the first column, leaving the second column blank. Mark 3 in the next column, 0 in the next, and so on. To record the course (S102) and the assignment number (41) in the next block, leave the first three columns blank, and mark S in the fourth column, 1 in the fifth column and 0, 2, 4 and 1 in the last four columns. (If the course code has more than one letter in it, leave the first two columns blank and start in the third column for a code with two letters such as TM282; leave the first column blank for a code with three letters such as MST322; start in the first column for a code with four letters such as MDST242.)

Part 2

The second part is for your answers to the questions you have been sent. The CMA form is divided into three columns with twenty rows in each column, giving sixty individual rows which are numbered from 1 to 60. CMA question numbers correspond to the rows in which the questions are to be answered; if a question is to be answered in several rows, it will be called, say, Q3–5 (which means answer in rows 3–5). You might like to mark your answers on the question booklet before filling in your CMA form. This gives you a chance for second thoughts and provides a record of your answers.

For example

Q1 to Q3 Consider mature specimens of each of the following:

A	Elephant	D	Rabbit	G	Human
B	Ostrich	E	Blue Whale	H	Horse
C	Virus	F	Mouse		

Q1 Which is the smallest? *Pencil across one cell in row 1.*

Q2 Which is the next smallest? *Pencil across one cell in row 2.*

Q3 Which is the third smallest? *Pencil across one cell in row 3.*

If your answers to questions Q1, Q2 and Q3 are C, F and D respectively, draw horizontal pencil lines through cell 'C' in row 1, cell 'F' in row 2 and cell 'D' in row 3.

Q4 Which *two* of the following methods of teaching are used by the Open University? *Pencil across two cells in row 4.*

KEY for Q4

- A Lectures
- B Printed texts
- C Tutorials
- D Broadcasts and cassettes
- E Corporal punishment

Assuming your answers are 'B' and 'D', draw horizontal pencil lines through cells 'B' and 'D' in row 4.

If you decide that none of the answers for a question is correct, that the question is ambiguous or that for any other reason the question is unsound, draw a horizontal pencil line through the cell containing a 'U'. As well as pencilling through cell 'U' you should *either* attempt the question *or* draw a pencil line through the 'don't know' cell '?'. You cannot lose marks for choosing the 'U' cell, and the information it gives the course team is very useful in devising future assignments.

Summary of instructions for CMAs

- 1 Mark your answers clearly and correctly; incorrect or badly completed forms will be rejected by the computer.
- 2 Using an HB pencil, mark across the letter in the cell with a firm horizontal line without going outside the boundary of the cell. *A faint mark may not be scored.*
- 3 If you make a mistake, cancel a mark by filling in the coloured (bottom) half of the cell. *Do not rub out.*
- 4 If you make too many mistakes, it is better to start again on a new form.
- 5 If you still feel unsure about filling in a CMA form, speak to your tutor-counsellor or counsellor or a fellow-student.

Sending in your CMA

When you have finished the assignment, check that you have completed Part 1 of the form correctly and that you have not made any errors in transferring your answers from the question booklet to the rows in Part 2. Carefully fold the form *inwards* along the dotted line before putting it in the envelope provided. Write your name and personal identifier on the back of the envelope.

CMAs should not be submitted more than about two weeks before the cut-off date, as marking instructions are not placed on the computer file until shortly before this.

No CMA will be accepted if it arrives at Walton Hall after the cut-off date, so you are advised to use first-class post (or the most efficient and secure means of posting available if you are outside the United Kingdom).

POSTING YOUR ASSIGNMENTS

If you send in either a tutor-marked or a computer-marked assignment close to the cut-off date, you should use first-class post and allow for at least three days' delay. Assignments sometimes go astray in the post. We regret that we cannot accept any responsibility for TMAs which do not reach your course tutor, or CMAs which do not reach the Assignment Records Office. You are advised to keep a copy of each assignment that you submit and to obtain a certificate of posting (or the equivalent if you are resident outside the United Kingdom).

NOTE: Please use a ball point pen and rest on hard surface when completing this form – carbon paper is not required
Ensure all four copies are legible and that the complete assignment is sent with the form.

SECTION 1 STUDENT TO COMPLETE

Name

J PIPER

Address

13 BROAD STREET

HALIFAX

YORKS YN2 5AS

Date Sent
to Tutor

28	04	93
----	----	----

Telephone

023 - 52100

Counsellor
Name *

ENTWISTLE

★ NOT YOUR COURSE TUTOR'S NAME AND NUMBER

Counsellor
No. ★

5	4	3	2	1	0
---	---	---	---	---	---

Region
Code

0	7
---	---

Personal Identifier

M	O	1	7	5	4	9	3
---	---	---	---	---	---	---	---

Course
No.

D102

TMA
No.

0	3
---	---

TAKE CARE
TO ENTER
THESE
NUMBERS
CORRECTLY

SECTION 2 TUTOR TO COMPLETE

Date from
Student

Date to
CentreTutor's
Name

Telephone

Tutor's
No.

FOR OFFICE USE ONLY

Date processed in
Assignment Handling Office

Question Grades/Scores

Overall
Grade/Score[illegible]

TUTOR'S COMMENTS AND ADVICE TO STUDENT



PART 1

Name

Address

Personal Identifier

Course and Assignment Number

Date Sent

PERSONAL IDENTIFIER

A	N	0	0	0	0	0	0
B	P	1	1	1	1	1	1
C	R	2	2	2	2	2	2
D	S	3	3	3	3	3	3
E	T	4	4	4	4	4	4
F	U	5	5	5	5	5	5
G	V	6	6	6	6	6	6
H	W	7	7	7	7	7	7
K	X	8	8	8	8	8	8
L	Y	9	9	9	9	9	9
M	Z						X

COURSE AND ASSIGNMENT NUMBER

A	A	A	A	0	0	0	0
D	D	D	D	1	1	1	1
E	E	E	E	2	2	2	2
M	M	M	M	3	3	3	3
P	P	P	P	4	4	4	4
S	S	S	S	5	5	5	5
T	T	T	T	6	6	6	6
U	U	U	U	7	7	7	7
H	H	H	H	8	8	8	8
K	K	K	K	9	9	9	9
B	B	B	B				

OFFICE USE ONLY

0	0
1	1
2	2
3	3
4	4
5	5
6	6
7	7
8	8
9	9

IMPORTANT NOTE

1. Please check that all of Part 1 has been filled in correctly.
2. Only use an HB pencil to complete this form and press firmly.
3. Shown opposite are examples of the correct marks to use in Part 2. Do not use any other types of mark.
4. A CMA will NOT be marked if it is received after the cut-off date unless you have a Certificate of Posting dated prior to that date.

CORRECT MARKS

Pencil mark
between dotsTo cancel a mark
pencil in the
coloured part of
the cell.
DO NOT RUB OUT

OFFICE USE ONLY

PLEASE DO NOT PUNCH HOLES

Fold this form INWARDS along the dotted line

PART 2

ANSWER

ANSWER

ANSWER

1	A	B	C	D	E	F	G	H	?	U	21	A	B	C	D	E	F	G	H	?	U	41	A	B	C	D	E	F	G	H	?	U
2	A	B	C	D	E	F	G	H	?	U	22	A	B	C	D	E	F	G	H	?	U	42	A	B	C	D	E	F	G	H	?	U
3	A	B	C	D	E	F	G	H	?	U	23	A	B	C	D	E	F	G	H	?	U	43	A	B	C	D	E	F	G	H	?	U
4	A	B	C	D	E	F	G	H	?	U	24	A	B	C	D	E	F	G	H	?	U	44	A	B	C	D	E	F	G	H	?	U
5	A	B	C	D	E	F	G	H	?	U	25	A	B	C	D	E	F	G	H	?	U	45	A	B	C	D	E	F	G	H	?	U
6	A	B	C	D	E	F	G	H	?	U	26	A	B	C	D	E	F	G	H	?	U	46	A	B	C	D	E	F	G	H	?	U
7	A	B	C	D	E	F	G	H	?	U	27	A	B	C	D	E	F	G	H	?	U	47	A	B	C	D	E	F	G	H	?	U
8	A	B	C	D	E	F	G	H	?	U	28	A	B	C	D	E	F	G	H	?	U	48	A	B	C	D	E	F	G	H	?	U
9	A	B	C	D	E	F	G	H	?	U	29	A	B	C	D	E	F	G	H	?	U	49	A	B	C	D	E	F	G	H	?	U
10	A	B	C	D	E	F	G	H	?	U	30	A	B	C	D	E	F	G	H	?	U	50	A	B	C	D	E	F	G	H	?	U
11	A	B	C	D	E	F	G	H	?	U	31	A	B	C	D	E	F	G	H	?	U	51	A	B	C	D	E	F	G	H	?	U
12	A	B	C	D	E	F	G	H	?	U	32	A	B	C	D	E	F	G	H	?	U	52	A	B	C	D	E	F	G	H	?	U
13	A	B	C	D	E	F	G	H	?	U	33	A	B	C	D	E	F	G	H	?	U	53	A	B	C	D	E	F	G	H	?	U
14	A	B	C	D	E	F	G	H	?	U	34	A	B	C	D	E	F	G	H	?	U	54	A	B	C	D	E	F	G	H	?	U
15	A	B	C	D	E	F	G	H	?	U	35	A	B	C	D	E	F	G	H	?	U	55	A	B	C	D	E	F	G	H	?	U
16	A	B	C	D	E	F	G	H	?	U	36	A	B	C	D	E	F	G	H	?	U	56	A	B	C	D	E	F	G	H	?	U
17	A	B	C	D	E	F	G	H	?	U	37	A	B	C	D	E	F	G	H	?	U	57	A	B	C	D	E	F	G	H	?	U
18	A	B	C	D	E	F	G	H	?	U	38	A	B	C	D	E	F	G	H	?	U	58	A	B	C	D	E	F	G	H	?	U
19	A	B	C	D	E	F	G	H	?	U	39	A	B	C	D	E	F	G	H	?	U	59	A	B	C	D	E	F	G	H	?	U
20	A	B	C	D	E	F	G	H	?	U	40	A	B	C	D	E	F	G	H	?	U	60	A	B	C	D	E	F	G	H	?	U

APPENDIX 2

EXAMINATION ARRANGEMENTS

You are advised to read this appendix carefully, in conjunction with the information about exams in Section 9, well before the examinations.

1 Examination allocation

The examination timetable and your initial allocation to an examination centre will be sent to you in May. If you want to change your examination centre you should write to your Regional Centre *before 6 August*. The day(s) and centre(s) for your examination(s) will be confirmed in the final allocation letter (reference E2/R4) which will be sent to you in August. It is your responsibility to make sure that you attend the right session and the right centre. *Misreading your allocation will not be accepted as an excuse for absence from an examination or for arriving late.* The final allocation mailing will also include the *Examination Arrangements* booklet which gives important information about the examination materials you need for your course (see paragraph 4 below). If you have any questions about your examination allocation, you should ask your Regional Centre. *A late change to your allocation will be permitted only in very exceptional circumstances.*

2 Examination number

The desk record provided in the examination room will give your examination number; you will be asked to enter it on your answer books. This number, which is made up of eight characters, identifies you in an examination centre. The first character denotes the faculty, the next three your examination centre, the next the examination session, and the last three your number in the centre. (For example, an examination number A341G001 identifies the candidate number 001, an arts candidate in the centre 341 for session G.)

3 Seating arrangements

Your desk will be identified by a desk record bearing your name, personal identifier and examination number. Seating will be arranged in alphabetical order of students' names for each course. In larger examination centres a seating plan will be displayed outside the examination room.

4 Invigilation

In each examination centre there will be a Senior Invigilator who is responsible to the University for the conduct of the examinations. In most centres the Senior Invigilator will be assisted by one or more Assistant Invigilators. Invigilators will be identified in the examination room by lapel badges.

5 Timing of the examination

5.1 Arrival at the examination centre

It is very much to your advantage to arrive at the examination centre in good time, and to be outside the examination

room at least ten or fifteen minutes before the examination is scheduled to begin. So you are strongly advised to allow for heavy traffic, adverse weather conditions and car parking when planning your journey. You cannot expect to do your best in an examination if you arrive at the centre in an agitated state of mind.

You will usually be allowed into the examination room about ten minutes before the examination begins and this will give you time to find your desk, to read and sign your desk record and to read the instructions on the front covers of your answer book and question paper.

You must report for your examination at the centre and session stated in the allocation letter (E2/R4), as desks and question papers have been provided in accordance with this allocation.

You may NOT report to a different examination centre from that given in your allocation letter (E2/R4) without first obtaining permission from your Regional Centre. A student who attends an examination without prior permission from the Regional Centre may be admitted to the examination room by the invigilator, but the University reserves the right to refuse to accept the student's script for marking.

5.2 Duration of the examination

The time allowed for the examination will be that stated on the question paper. No extra time will be allowed:

- For reading the question paper.
- To candidates who arrive late.
- For transferring answers to a CME form.

5.3 Late arrival

If you arrive late you will be admitted to the examination room without question during the first thirty minutes of an examination session.

If you arrive after the first thirty minutes you will be admitted to the examination room, but the Senior Invigilator will be required to complete a report stating the time of admission, the reason you give for being late and whether any other candidate had previously left the examination room. The University reserves the right to refuse to accept the script submitted by a candidate admitted after the first half-hour of an examination session.

The examination papers for certain examinations contain a computer-marked section for which there is a set time allowed at the beginning of the examination. If you arrive late you will be permitted to take the full time for the computer-marked section before it is collected by the invigilator, but you must complete the rest of the examination at the scheduled finishing time.

6 Identification in the examination centre

You will be required to identify yourself by placing on your desk a valid means of identification (such as a driving licence, passport or credit card). You should check the details on the desk record (name, personal identifier and region code) and sign it if it is correct, then leave your

means of identification and the desk record on your desk for inspection by the invigilator. The desk record will be collected by the invigilator during the examination.

7 Materials to bring to an examination

You are *required* to bring to the examination:

- Your examination allocation letter (reference E2/R4).
- A valid means of identification which shows your signature, such as a driving licence, passport or credit card.
- Either a ball-point pen or a pen and ink (blue or black); a pencil. If you will be completing a computer-marked examination (CME) form as part of your examination you will need HB pencils.

You may also bring a ruler, an eraser, coloured pencils and fibre-tipped pens.

For certain courses, candidates are *required* or *permitted* to bring additional items to the examination. The course regulations about such items will be given in the *Examination Arrangements* booklet which is sent to you in August. You must read *Examination Arrangements* carefully and take note of the regulations which apply to your course. There will be no spares of required or permitted items at the examination centre.

8 Question papers, answer books and other stationery

You will find a question paper, an answer book and other necessary stationery on your desk. Read the instructions on the front cover of the answer book carefully and enter your examination number (from the desk record), name and personal identifier on it. For some examinations you may be asked to write each answer in a separate answer book. The invigilator will supply you, on request, with more answer books during the examination if you need them. *Rough paper will not be provided: rough work must be written in the answer book and crossed through.*

You must not open the question paper until the examination begins, except to remove the CME form(s) if there are any. Look at the front cover to make sure that you have the right paper, and read the instructions on it. While you are waiting for the examination to start you may complete Part 1 of any CME forms by writing in HB pencil your name and personal identifier (*not* examination number) and by pencilling across the cells in the block in Part 1 of the form corresponding to your personal identifier. You must *not* fill in the assignment number until the examination begins; you will find this number from information inside the question paper.

Do not forget to enter the assignment number on the CME form once the examination has started, otherwise your form will be rejected by the computer.

Read the instructions on the question paper carefully. It is to your advantage to attempt the full number of questions required, even if the answer to the last one is short or in note form. Do not answer more questions than required.

9 Announcements by the invigilator

The invigilator has been instructed to give such information to candidates (about time, materials for the examina-

tion and so on) as will ensure the smooth running of the examination. The invigilator will announce the time when the examination begins, one hour from the end of the examination and ten minutes from the end.

The invigilator will not in any circumstances give any information about the interpretation of the questions or about a misprint or an ambiguity. If you discover a misprint or an ambiguity in a question, tell the invigilator. The Senior Invigilator will note the error on the Report Form for the information of the examiners. It will not be practical for the invigilator to telephone the University for an answer to a student's query: you should give, at the beginning of your answer to the question, your own interpretation of the error or misprint.

10 Smoking

No smoking is allowed in the examination room. If you want to smoke you may do so, immediately outside the examination room, only at the discretion of the invigilator and if the host institution permits smoking.

11 Leaving the examination room

You may not leave the examination room during the first thirty minutes or the last ten minutes of an examination session.

11.1 Temporary absence

You will, normally, be allowed by the invigilator to leave the examination room under supervision for a period after the first thirty minutes of an examination session to visit the lavatory or to smoke, but your question paper, answer book(s) and other examination stationery must not be removed from the examination room.

11.2 Illness during an examination

If you are taken ill during an examination you should tell an invigilator immediately. If you cannot continue you may leave the examination room. If you wish the Examination Board to be informed of your illness you must complete Form E39 as soon as possible after the examination and send it, with a medical certificate, to arrive *within seven days* of the examination. Form E39 will be provided with the *Examination Arrangements* booklet: please read the full instructions in paragraph 17 below, and remember that invigilators are *not* allowed to report special circumstances.

11.3 Finishing an examination early

If you finish your examination before the time scheduled, you will be allowed to leave the examination room (though not in the last ten minutes) on surrender of your answer book(s), examination stationery *and* question paper to the invigilator. You will not be re-admitted.

12 Completion of an examination at the end of the specified time

On completion of the examination you must make sure that:

- You have put your name, examination number and personal identifier on each answer book used.

- If you have used CME forms you have written in your name, personal identifier and 'assignment number'.
- You have fastened *all* your work together with the fastener provided, in accordance with the instructions on the answer book and/or question paper. Any CME forms should be clipped on top of your answer book. In some examinations answers have to be written on a part of the question paper; if so the question paper or answer sheets supplied with the question paper must be attached to your answer books. You must attach the desk record to the first answer book.

Remain seated until all your examination work has been collected and you are told that you may leave the room. You may *not* take any examination materials, used or unused, out of the room except the materials which you brought to the examination and, at the discretion of the University, the question paper (see below). You must be particularly careful to see that your answer books are collected by the invigilator. If you inadvertently take your script out of the examination room it will not be marked.

A question paper may not be taken out of the examination room until the end of an examination. Candidates for certain examinations are *not* permitted to take the question paper away with them, and instructions will be given on the question paper itself that it must be handed to the invigilator.

13 Misconduct in the examination room

Any misconduct in an examination is regarded as a serious matter which may warrant disciplinary action. (Please read the *Examination Arrangements* booklet which will be sent to you with your examination centre allocation.)

14 Presentation of written work

If your script is illegible, it will not be marked unless you pay the cost of having it typed.

15 Typewriters

You will not be permitted to type or tape your answers in the examination room as this would be distracting to others. If you are not able to write your answers in the usual way and have been allocated to an ordinary centre you must contact your Regional Centre well before the examination so that alternative arrangements can be made.

16 Lost property

You should take care not to leave any personal property on your desk at the end of an examination. Any item of value found will be handed by the invigilator to the chief porter (or other responsible person) in the institution where the examination is held. All enquiries about lost property should be directed to your Regional Centre.

The Open University is not in a position to safeguard motor vehicles or private property brought to an examination centre and cannot accept any liability for the use, misuse, loss or damage arising from or to such property or consequent loss or injury (fatal or otherwise) sustained by any person.

17 Absence from examination

If illness or other serious cause prevents you from attending an examination, you *must* contact your Regional Director *within five days* of the examination. You (or someone acting on your behalf) must submit a relevant medical certificate, or other evidence, and a written explanation of your absence. If your case meets the provisions of the Examination Rules arrangements will be made for you to take a special examination, which will usually be held in accordance with the timetable given in the *Examination Arrangements* booklet. If you do not follow these procedures, you will not be eligible for the award of your course credit.

Do *not* use Form PT39 or Form E39 (see paragraph 18) to report absence from the examination or to ask for a special examination.

18 Informing Examination and Assessment Boards of special circumstances

18.1 Continuous assessment (Form PT39)

If you want an Examination and Assessment Board to be informed of any special circumstance during the course which has *seriously* affected your performance in continuous assessment (including your work at residential school, if this is assessed) you should ask your tutor-counsellor or counsellor *not later than 3 October* to discuss the matter with you and to complete Form PT39 on your behalf. It is *your* responsibility to get in touch with your counsellor or tutor-counsellor before this date. Information received after 3 October will not be presented to the Examination and Assessment Board(s). If, exceptionally, you are unable to comply with this ruling, contact your Regional Director, giving your reasons.

The arrangement for reporting special circumstances to Examination and Assessment Boards is designed to make Boards aware of matters of a *serious* nature which have interfered with your ability to study over a total period of *four weeks or more*. The three main categories of special circumstance information are:

- Serious disruption of studies caused by the University (such as continual delay in receiving course materials, exceptionally late return of tutor-marked assignments).
- Serious and prolonged illness (yourself or a member of your immediate family).
- Serious disruption of personal life (such as bereavement).

The Examination and Assessment Board will use information on Form PT39 only to your benefit, usually if your result is on a borderline. Only limited weight can be given to it. Examination and Assessment Boards have generally given no weight to such circumstances as house removal, pressure of work, change of employment and normal pregnancies well in advance of the examination. So please consider carefully the extent to which your special circumstances really have affected your performance in continuous assessment before asking for Form PT39 to be submitted.

The information you ask your counsellor to put on Form PT39 must be both *brief* and *explicit* and should state clearly the special circumstances you want to report, the time of the year these circumstances arose, the length of time your studies were affected and which assignment scores you believe to have been adversely affected. It is in your interest to submit supporting evidence (such as a medical certificate) if you can. The University reserves the right to ask for a certified statement from a third party in support of submissions made on Form PT39.

Your counsellor or tutor-counsellor, after completing and signing Form PT39, will keep one copy and send one to you. The form is then sent to the Regional Centre so that the senior counsellor can add comments, keeping the third copy and sending the fourth to the Deputy Academic Registrar (Course Presentation and Examinations). In exceptional cases, if you do not agree with the written information submitted by your counsellor or tutor-counsellor, you may write direct to the Deputy Academic Registrar (Course Presentation and Examinations), *but not later than 20 October*.

18.2 Examinations (Form E39)

If you wish to bring to the attention of the Examination and Assessment Board any matter of a serious nature that occurred in the three weeks immediately before the examination which you believe has affected your performance, you (or someone acting on your behalf) must complete the two-part Form E39 and send it in to arrive within seven days of the examination to which it applies. A form received later than this will not be accepted unless serious circumstances (such as hospitalization immediately after the examination) have prevented you from sending it in on time. In such exceptional cases information can still be passed to the Examination and Assessment Board up to four weeks after the examination, as long as it is accompanied by evidence of the reason for late submission. For a further short period it is still possible to have your examination performance reconsidered in the light of previously undisclosed special circumstances, but no special circumstance information that arrives more than seven weeks after the examination will be accepted.

Form E39 will be sent to you with *Examination Arrangements*, with instructions for completing it. It should be used only for circumstances of a serious nature, such as illness

during the examination or bereavement in your immediate family close to the examination date. Special circumstances presented *must be supported by evidence* such as a medical certificate. The information will be used only to your benefit, but the Examination and Assessment Board can give only limited weight to it. The University reserves the right to ask for a certified statement from a third party in support of submissions made on Form E39.

It is most important that information for Examination and Assessment Boards is submitted on the correct form.

18.3 If you have a disability

It is in your own interest to ask your counsellor or tutor-counsellor to complete Form PT39 on your behalf or for you to submit Form E39, as appropriate, if you think that your disability has seriously disadvantaged you during the completion of your continuous assessment or if any extra time or arrangements granted by the University for the examination have not adequately compensated for your disability. Information which you may have supplied earlier to the University about your disability will *not* be brought to the attention of the Examination and Assessment Board.

19 Viva voce examinations

Viva voce examinations are usually oral examinations conducted by a member of the academic staff of the University. Occasionally a candidate may be required to undertake some written work.

Viva voce examinations are offered at the discretion of the Examination and Assessment Board. They enable the Board to obtain additional information to help it reach a decision about a candidate who, for example, is on a borderline between two results.

If you are offered a viva voce examination you will be informed by the Examinations Office between late November and mid December. Arrangements for the examination will be made by your Regional Centre, where the examination will usually take place.

These examinations are usually held in January. You will not be given your result at the end of the viva. The decision rests with the Board, not with the examiner, and performance in the viva is only part of the information which will be considered by the Board.

APPENDIX 3

OPEN AND EQUAL

EQUAL OPPORTUNITIES

Equal opportunity is Open University policy and the University is introducing a programme of action to implement it. The University is committed to providing a teaching and learning environment that is free from intimidation or unlawful discrimination. It therefore regards as unacceptable any behaviour which infringes individuals' right to learn and gain enjoyment and benefit from their studies.

DEALING WITH HARASSMENT: A CODE OF PRACTICE FOR STUDENTS

It is the joint responsibility of all members of the University, students or staff, full-time or part-time, to ensure that no-one has to suffer any form of harassment, and that anyone who reports harassment is taken seriously. Harassment may be a disciplinary offence (see section 4 below).

Harassment is most likely to occur on premises used by the University for teaching, but the code may also apply to harassment by and of Open University staff or students that occurs elsewhere since much Open University study takes place at home. The particular circumstances of residential school, where different University officers are concerned, are explained in section 5.

1 Definitions of harassment

Harassment can be broadly defined as any behaviour which is offensive, intimidating or hostile; which interferes with individuals' scholastic performance or full enjoyment of their studies; or which induces conformity, stress, anxiety, fear or sickness on the part of the harassed person. Some general examples of harassment might include persistent teasing, comments about personal characteristics, constant unfounded criticism or bullying.

Differences of attitude, background or culture and the misinterpretation of social signals can mean that what is perceived as harassment by one person may not seem so to another. The defining features are that the behaviour is offensive or intimidating to the recipient and would be so regarded by any reasonable person. Two important examples are sexual harassment and racial harassment.

Sexual harassment

Sexual harassment is a form of sex discrimination. It can occur in a variety of circumstances but always has a distinctive feature: the inappropriate introduction of sexual comments or activities into teaching, learning, administrative or social situations. Sexual harassment often, though not always, involves relationships between people of unequal status (e.g. student and tutor) and contains elements of coercion.

Activities such as:

- Unnecessary and unwelcome physical contact, touching or patting

- Suggestive and unwelcome comments or gestures emphasizing the sexuality of an individual or a group
- Unwelcome or derogatory remarks about the sexual orientation or preference of an individual or a group
- Unwelcome requests for social or sexual encounters and favours
- Display of pornographic pictures
- Criminal acts such as indecent exposure or sexual assault

constitute sexual harassment, particularly when they are accompanied by one or both of

- Explicit or implicit promises of rewards for co-operation that are a misuse of institutional position (e.g. a student's assessment marks)
- Explicit or implicit threats of penalties for non-cooperation that are a misuse of institutional position (e.g. refusal to provide appropriate support).

Racial harassment

Racial harassment can be defined as a hostile or offensive act or expression by a person or group of one racial or ethnic origin against a person or group of another, or incitement to commit such an act on racial grounds. Such behaviour includes:

- Derogatory name-calling
- Insults and racist jokes
- Ridicule of an individual for cultural differences
- Exclusion from normal study conversation or social events
- Unfair allocation of work and responsibilities
- Racist graffiti or insignia
- Verbal abuse and threats
- Physical attack

2 Dealing with harassment

Any student who suffers harassment will have the support of University management, the Students' Association and any appropriate trade union in putting a stop to it. Anyone who experiences or witnesses an incident of harassment should not wait until the situation reaches an intolerable level – action taken at once can be quickly effective. The steps to be taken range from simply asking the harasser to stop to taking up a formal complaint.

If you experience harassment

Step One

Take action promptly before the situation reaches an intolerable level or personal well-being is put in jeopardy. The person against whom the complaint is directed may be unaware that his or her behaviour is inappropriate or coercive, or words or actions may have been misinterpreted. In such cases the misunderstanding needs to be

cleared up quickly. Even if the behaviour was intentional, a swift and clear indication that it is objectionable may well prove sufficient.

Speaking to the harasser may, however, be impossible. You may feel too upset or embarrassed; the harasser may be unapproachable or unreceptive, or the immediate social or academic environment (perhaps a tutorial or a public bar) may be unsuitable. If so, you can:

- Ask a fellow-student or member of staff to go with you to speak to the harasser, or to go in your place.
- Take the matter up with a member of staff in whom you have confidence.

Step Two

If the behaviour persists, or if further action is seen as necessary, get in touch with the senior counsellor, staff tutor or Regional Director at the Regional Centre. He or she will listen to you in confidence, advise you how to proceed and explain how the complaint can be taken up more formally.

Step Three

Serious or persistent cases of harassment will need to be considered as potential disciplinary matters, and must therefore be raised with the Regional Director. All complaints will be handled with the utmost confidentiality. If a formal complaint is made the Regional Director will prepare a written report on the basis of interviews conducted with the complainant and the harasser, in accordance with approved disciplinary procedures.

If you witness harassment

You may feel that the person experiencing harassment is unable to take the appropriate action in Steps 1 to 3, and you may therefore give support as necessary and/or take action as explained in Step 1.

If you want to take action beyond Step 1, you should seek permission from the person experiencing harassment. If this is not forthcoming you may report the incident as in Step 2 but you must protect the identity of the person who experienced the harassment. Action beyond Step 2 requires that person's permission.

If the harassment is of a more general nature (such as public disparagement of a group), you may take Step 1 or Step 2 as appropriate.

3 Action taken by the University

Informal action

Any member of staff, including tutorial and counselling staff, who is approached informally by a complainant is expected to

- Act speedily.
- Respond sensitively, discussing possible courses of action and reaching an agreement with you about the next step in the light of your wishes and the broader interests of the University.
- Give advice, including information about the procedure if a formal complaint becomes necessary.
- Offer to take up the matter directly with the person

against whom the complaint is made, or inform the senior counsellor, staff tutor or Regional Director.

- If taking the matter up directly, first ask your permission to give your name to the person against whom you are making a complaint: anonymous complaints can be pursued only in general terms and are less likely to bring about the desired change in behaviour.

The person against whom the complaint is made should be informed of its nature and given the opportunity to respond; and should also be advised of the procedure to be followed if a formal complaint were to be made.

Formal complaints

A Regional Director, or senior counsellor or staff tutor acting on the Regional Director's behalf, who receives a formal complaint should arrange for the complainant to be interviewed as soon as possible after the complaint has been received – usually within ten days, or twenty-four hours at a residential school. In the case of sexual harassment, the interview will if possible be conducted by a member of senior staff of the same sex as the complainant to minimize any feelings of embarrassment. Complainants may be accompanied by a fellow-student or member of staff in whom they have confidence.

If the interviewer's report indicates that the matter should be pursued, the Regional Director may exercise powers as a University disciplinary authority according to the codes of practice for student discipline and for tutorial and counselling staff discipline. If a complaint is made against a representative of OUSA, the Regional Director will also report the matter to the President of the Association. If the complaint is against a member of the full-time staff, it must be reported to the appropriate Head of Unit. If it is against a student registered for a higher degree, for whom the faculty concerned is administratively responsible, the Dean is the disciplinary authority.

These procedures are designed so that the University can fulfil its obligations

- To the complainant – to take the matter seriously, to investigate the allegation thoroughly and, if it is proved, to take swift and effective action to prevent a recurrence.
- To the person against whom the complaint is made – to investigate impartially, to make sure that the person has the opportunity to be represented, and to give a clear account of the allegation so that a case can be stated and witnesses can be called or cross-examined.

At any time during the procedure, informal action to support the complainant's academic progress (perhaps a move to another tutorial group) may be taken.

4 Subsequent action

The disciplinary code allows a Regional Director to exclude a student from a study centre or from University premises for good cause, and serious cases of harassment would be such a cause. In other cases, warnings about future conduct would be appropriate. If a formal complaint is lodged and written records are made, the University will need to take these matters into account in considering:

- Whether to recommend that a student should be excluded from future attendance at study centres, residential schools or University premises or from study with the Open University.

- Whether the appointment of a member of the tutorial and counselling staff should be continued; or whether further disciplinary action should be taken.

- Whether and at what stage disciplinary proceedings should be initiated against a member of the full-time staff.

Any action taken by the University in no way affects the right of individuals to seek redress under the law or to press for criminal charges.

5 Residential schools

If the incident takes place at a summer school, the staff concerned are usually the school Senior Counsellor and Course Director (instead of the senior counsellor and staff tutor) and the School Director (instead of the Regional Director). At other residential schools, the Course Director usually assumes the role of School Director as well as that of Course Director. If possible, complaints should be dealt with during the residential school. The School Director has powers as a University disciplinary authority to deal with students and tutorial and counselling staff present at the school.

6 Offensive material

No offensive material such as pornographic pin-ups, racist insignia or offensive slogans or graffiti should be displayed on premises used by the University. Suppliers will be asked not to supply material of an unsuitable nature once a complaint has been received. Complaints should be raised with the senior counsellor, Regional Director or School Director, who will be responsible for seeing that offensive material is not displayed on premises in their charge.

This code has been prepared on behalf of the Pro Vice-Chancellor (Presentation and Student Support) and Academic Registrar. It complements the code of practice for staff prepared for approval by the Staff Committee. Individuals who consider that they have been unfairly treated in terms of this code can appeal through the Academic Registrar to the Pro Vice-Chancellor (Presentation and Student Support).

APPENDIX 4

REGIONAL CENTRES AND STUDY CENTRES

THE REGIONS

A great deal of information can be obtained from your Regional Centre. Addresses, study centres and the areas covered by each region are listed below. We have given telephone numbers for general enquiries and, if they are different, Regional Enquiry and Admission Service (REAS) numbers for course information and advice. We have also given fax numbers, but please remember that we cannot accept contractual documents by fax: these include application forms, accept/decline and registration forms, sponsorship forms, claims for transferred credit and applications for financial assistance.

LONDON REGION 01

Regional Director
P. W. Syme
The Open University
London Region
Parsifal College
527 Finchley Road
Hampstead
LONDON NW3 7BG
Tel. 071 794 0575
REAS 071 433 6161
Fax 071 433 6196

Area covered Greater London

Acton W3	008
Birkbeck	225
Bloomsbury WC1	002
Carshalton	022
Central London	
Tutorial Centres,	
University of	
Westminster	230
City (Angel) EC1	227
Cranford	016
Croydon	007
Eltham	228
Enfield (Southgate)	010
Harrow	012
Havering	014
Hendon	001
Kingston	017
London School of	
Economics	
(Aldwych)	231
Mile End	020
New Cross	234
Norwood	233
Orpington	005
Paddington	235
Pimlico	238
Strand WC2	229

Surbiton (Hillcroft)	337
Tottenham	011
Twickenham	021
Wandsworth	237
West Hampstead	226

SOUTH REGION 02

Regional Director
S. P. Watts
The Open University
South Region
Foxcombe Hall
Boars Hill
OXFORD OX1 5HR
Tel. 0865 327000
REAS 0865 328038
Fax 0865 326322

Sub-centre
Winchester
Tel. 0962 867969

Area covered

Berkshire, Buckingham-	
shire, Channel Islands,	
Dorset, Hampshire, Isle of	
Wight, Oxfordshire, part	
of Wiltshire	
Abingdon	025
Aylesbury	026
Banbury	027
Basingstoke	028
Bournemouth	030
Bracknell	031
Fareham	305
Farnborough	037
Guernsey, C.I.	306
Havant	307
High Wycombe	040
Jersey, C.I.	303
Maidenhead	054

STUDY CENTRES

If you have any comments, suggestions or complaints about study centre facilities, please pass them on to your tutor-counsellor or counsellor at the study centre itself.

If you want to change your study centre within your present region you should ask your Regional Centre. If it is more convenient for you to attend a study centre that is not in your present region, perhaps because you prefer to attend a centre near your place of work, ask your own Regional Centre and the necessary arrangements will be made for you with the other region.

Milton Keynes	029	St Austell	069
Newbury	041	Swindon	071
Newport, I.O.W.	042	Taunton	072
Oxford	043	Torquay	073
Poole	044	Weston-super-Mare	074
Portsmouth	045	Yeovil	075

Reading	046
Salisbury	048
Slough	049
Southampton	050
Weymouth	053
Winchester	035
Witney	055

SOUTH WEST REGION 03

Regional Director
S. Clayton
The Open University
South West Region
4 Portwall Lane
BRISTOL BS1 6ND
Tel. 0272 299641
REAS 0272 256523
Fax 0272 255215

Area covered

Avon, Cornwall, Devon,	
Gloucestershire, Somerset,	
Scilly Isles, most of	
Wiltshire	
Barnstaple	057
Bath	058
Bristol (Clifton)	060
Bristol (Fishponds)	295
Cheltenham	063
Chippenham	064
Exeter	065
Gloucester	066
Plymouth	067
Redruth	068

WEST MIDLANDS REGION 04

Regional Director
G. F. Hancock
The Open University
West Midlands Region
66-68 High Street
Harborne
BIRMINGHAM B17 9NB
Tel. 021 426 1661
REAS 021 426 1550
Fax 021 426 9494

Area covered

Hereford and Worcester,
Shropshire, most of
Staffordshire, Warwick-
shire, West Midlands

Birmingham	
(Harborne)	076
Birmingham	
(Selly Oak)	091
Coventry	078
Dudley	079
Hereford	080
Kidderminster	082
Leamington Spa	083
Newcastle-under-	
Lyme	090
Nuneaton	084
Redditch	085
Rugby	086
Shrewsbury	087
Solihull	088
Stafford	089

Sutton Coldfield 092
Telford 093
Walsall 094
Wolverhampton 095
Worcester 096

EAST MIDLANDS REGION 05

Regional Director
G. A. Lammie
The Open University
East Midlands Region
The Octagon
143 Derby Road
NOTTINGHAM
NG7 1PH
Tel. 0602 473072
REAS 0602 240121
Fax 0602 411750

Area covered

Most of Derbyshire,
Leicestershire, Lincoln-
shire, Northamptonshire,
Nottinghamshire, South
Humberside, part of
Staffordshire (Burton-on-
Trent area)

Boston 097
Burton-on-Trent 098
Chesterfield 099
Derby 100
Grantham 101
Grimsby 102
Heanor 103
Kettering 104
Leicester 105
Lincoln 107
Loughborough 108
Louth 106
Mansfield 109
Matlock 114
Melton Mowbray 110
Newark 113
Northampton 111
Nottingham 112
Scunthorpe 115
Stamford 309
Worksop 116

EAST ANGLIA REGION 06

Regional Director
A. R. Mills
The Open University
East Anglian Region
Cintra House
12 Hills Road
CAMBRIDGE CB2 1PF
Tel. 0223 64721
REAS 0223 61650
Fax 0223 355207

Area covered

Bedfordshire, Cambridge-
shire, Essex, Hertford-
shire, Norfolk, Suffolk

Basildon	285
Bedford	117
Benfleet	286
Bury St Edmunds	118
Cambridge	119
Chelmsford	120
Colchester	121
Cromer	304
Grays Thurrock	122
Great Yarmouth	123
Harlow	124
Hemel Hempstead	239
Hitchin	125
Huntingdon	126
Ipswich	127
Kings Lynn	128
Loughton	129
Luton	130
Norwich	131
Peterborough	132
St Albans	133
Southend	134
Stevenage	170
Watford	135

YORKSHIRE REGION 07

Regional Director
P. H. K. Smith
The Open University
Yorkshire Region
Fairfax House
Merrion Steet
LEEDS LS2 8JU
Tel. 0532 444431
REAS 0532 451466
Fax 0532 341862

Area covered

North Humberside, North
Yorkshire, South York-
shire, West Yorkshire

Barnsley	136
Bradford	137
Dewsbury	139
Doncaster	140
Halifax	141
Harrogate	142
Huddersfield	143
Hull (daytime)	248
Keighley	144
Kingston-upon-Hull	145
Leeds (Central)	146
Leeds (daytime)	243
Northallerton	244
Rotherham	147
Scarborough	148
Sheffield	149
Sheffield (daytime)	258
Wakefield	150
York	151
York (daytime)	247

NORTH WEST REGION 08

Regional Director
L. A. Goldstone
The Open University
North West Region
Chorlton House
70 Manchester Road
Chorlton-cum-Hardy
MANCHESTER M21 1PQ
Tel. 061 861 9823
REAS 061 862 6824
Fax 061 862 6811

Area covered

Cheshire, part of Derby-
shire, Isle of Man, Lanca-
shire, Greater Manchester,
Merseyside

Accrington	325
Altrincham	152
Ashton-under-Lyne	153
Blackpool	157
Bolton	158
Chester	162
Crewe	163
Douglas, I.O.M.	164
Lancaster	165
Liverpool	167
Liverpool Northern Conference Centre (MCVS)	334
Macclesfield	180
Manchester	168
Manchester	
(Cheadle)	327
Northwich	169
Ormskirk	175
Preston	171
Rochdale	172
St Helens	173
Southport	159
Stockport	176
Stockport (Dialstone Centre)	331
Warrington	177
Wigan	179
Wirral (Birkenhead)	155

NORTH REGION 09

Regional Director
M. S. Hurley
The Open University
North Region
Eldon House
Regent Centre
Gosforth
NEWCASTLE UPON
TYNE NE3 3PW
Tel. 091 284 1611
Fax 091 284 6592

Resource Centres
Cumbria
The Open University
Newton Rigg College
PENRITH CA11 0AH
Tel. 0768 63791

Cleveland
The Open University
University of Leeds Adult
and Continuing Educa-
tion Centre
37 Harrow Road
MIDDLESBROUGH
TS5 5NT
Tel. 0642 816227

Area covered
Cleveland, Cumbria,
Durham, Northumber-
land, Tyne and Wear

Ashington	181
Berwick	251
Carlisle	182
Darlington	183
Durham	184
Furness	154
Gateshead	185
Hartlepool	186
Kendal	324
Newcastle	187
South Shields	189
Sunderland	190
Teesside	191
Tynemouth (N. Shields)	193
West Cumbria (Whitehaven)	192

THE OPEN UNIVERSITY IN WALES 10

Welsh Director
J. McGrath
The Open University in
Wales
24 Cathedral Road
CARDIFF CF1 9SA
Tel. 0222 397911
REAS 0222 665636
Fax 0222 227930

Area covered
Wales

Abergavenny	263
Aberystwyth	194
Ammanford	260
Bangor	195
Bridgend	255
Cardiff	196
Colwyn Bay	197
Connah's Quay	299
Harlech	257
Haverfordwest	259
Llandrindod Wells	300
Merthyr Tydfil *	198
Newport (Gwent)	199
Newtown	262
Pontypridd	264
Swansea	201
Wrexham	203

THE OPEN UNIVERSITY IN SCOTLAND 11

Scottish Director
J. Cowan
The Open University in
Scotland
10 Drumsheugh Gardens
EDINBURGH EH3 7QJ
Tel. 031 226 3851
REAS 031 225 2885
Fax 031 220 6730

Area covered
Scotland

Aberdeen	204
Arran *	689
Ayr	205
Benbecula *	691
Campbeltown *	692

Clydebank	268
Cowal and Bute *	688
Cumbernauld	270
Dornoch *	687
Dumfries	206
Dundee	207
Edinburgh (Napier)	209
Elgin	274
Falkirk	211
Fort William *	693
Fraserburgh *	686
Galashiels	275
Glasgow (Polytechnic)	315
Glasgow (Queen's College)	316
Glasgow (Langside)	318
Greenock	276
Hamilton	217
Inverness	215
Islay and Jura *	690
Kirkcaldy	216
Kirkwall (Orkney) *	694
Lerwick (Shetland) *	695
Livingston	210
Newton Stewart *	696
Oban *	697
Paisley	218
Perth	279
Skye *	698
Stirling	219
Stornoway *	699
Thurso	281

THE OPEN UNIVERSITY IN NORTHERN IRELAND 12

Regional Director
R. Hamilton
The Open University in
Northern Ireland
40 University Road
BELFAST BT7 1SU
Tel. 0232 245025
Fax 0232 230565

Area covered
Ireland

Armagh	220
Ballymena	221
Belfast	223
Coleraine	282
Enniskillen	320
Londonderry	224
Newtonabbey	319
Newtownards	222
Omagh	283

SOUTH EAST REGION 13

Regional Director
P. C. Princep
The Open University
South East Region
St James's House
150 London Road
EAST GRINSTEAD
RH19 1ES
Tel. 0342 327821
REAS 0342 410545
Fax 0342 317411

Area covered

Kent, Surrey, East Sussex,
West Sussex

Addlestone	052
Brighton	004
Broadstairs	023
Camberley	032
Canterbury	006
Chichester	033
Crawley	034
Dartford	287
Eastbourne	292
Ewell	036
Folkestone	291
Gillingham	018
Guildford	038
Maidstone	288
Redhill	047
St Leonards	013
Staines	051
Tonbridge	024
Worthing	056

* Local centre with limited
provision

EUROPEAN CO-ORDINATORS

AUSTRIA

Open University Co-ordinator
Salzachstrasse 34/10
1200 Vienna
Tel. and fax (1) 3322426

BELGIUM

Open University Co-ordinator
Chaussée de Bruxelles
233/4
1410 Waterloo
Belgium
Tel. and fax (02) 354 90 93

FRANCE

Open University Co-ordinator
22 place Georges Pompidou
Appartement 41
92300 Levallois Perret
France
Tel. (1) 47 58 55 14
Fax (1) 47 58 55 25

GERMANY

Open University Co-ordinator
Wiesbadenerstrasse 143c
6142 Königstein
Germany
Tel. and fax 06174 24775

ITALY

Open University Co-ordinator
c/o The British Council
via Manzoni 38
20121 Milan
Tel. and fax 02 738 4339

LUXEMBOURG

Open University Co-ordinator
18 Kremesch Oicht
L-7473 Schoenfels
Luxembourg
Tel. and fax 32 91 14

PORTUGAL

Open University Co-ordinator
The British Council
Rua de São Marçal 174
1294 Lisboa Codex
Tel. 347 6141
Fax 347 6152

SPAIN

Open University Co-ordinator
c/o The British Council
Calle Amigo 83
08021 Barcelona
Spain
Tel. (93) 697 3669
Fax (93) 588 7383

SWITZERLAND

AND FRANCE
VOISINE
Open University Co-ordinator
ILO
4 Chemin des Morillons
1211 Geneva 22
Switzerland
Tel. and fax 0 22 788 64 73

The Netherlands

Open University Co-ordinator
Postbus 816
300 Av Rotterdam
The Netherlands
Tel. and fax (010) 4113770

STUDY CENTRES OUTSIDE THE UNITED KINGDOM

Austria 881

Belgium
Antwerp 321
Brussels 420
Luxembourg 422

Denmark 891

France 886

Germany 887
Frankfurt 858
Munich 859
Düsseldorf (Neuss) 860

Gibraltar 892

Greece 888

Republic of Ireland
Athlone 715
Cork 702
Dublin North 701
Dublin South 703
Galway 717
Kilkenny 716
Limerick 704
Waterford 722

Italy 889
Milan 852
Rome 851

Luxembourg 422

The Netherlands
Amsterdam 428
The Hague 423
Utrecht 322

Portugal 895

Spain 885
Barcelona 855
Madrid 854

Slovenia 899

Switzerland 896
Geneva 861
Zurich 862

Special scheme for Forces staff and their dependants

Germany
Gutersloh 410
Hohne 411
Rheindahlen 412
Berlin 413
Cyprus
Akrotiri 400
Ayios Nikolaos 401
Troodos 402

APPENDIX 5

SOURCES OF INFORMATION AND ADVICE

This section is designed to guide you to the most helpful source of information for any queries you may have. But do look carefully through the Handbook first, using the index, to see whether you can find an answer to your question. If you cannot find an answer or you have a question of a more general nature, perhaps about a course as a whole, you should first try your tutor or counsellor or your Regional Centre. *Regional Centre* addresses are given in Appendix 4.

Please be sure that you use the correct address in all correspondence with the University and always give your name, address (including postcode) and personal identifier.

USEFUL ADDRESSES

The address for *mail that is not directed to a particular office or department* (as given overleaf) is

The Open University
Walton Hall
Milton Keynes
MK7 6AA
Tel. 0908 274066
Telex 825061
Fax 0908 653744

Other addresses you are likely to need are, in alphabetical order

Academic Computing Service

The Open University
Walton Hall
Milton Keynes
MK7 6AA
Tel. 0908 653972

Assignment Records Office

The Open University
PO Box 70
Milton Keynes
MK7 6AF
Tel. 0908 653702

Central Enquiry Service

The Open University
PO Box 200
Milton Keynes
MK7 6YZ
Tel. 0908 653231

Credit Transfer Office

The Open University
PO Box 80
Milton Keynes
MK7 6AS
Tel. 0908 653077

Data Protection Co-ordinator

The Open University
PO Box 497
Milton Keynes
MK7 6AT

Examinations Office

The Open University
PO Box 70
Milton Keynes
MK7 6AF
Tel. 0908 652154

Financial Awards Committee

The Open University
PO Box 197
Milton Keynes
MK7 6BJ
Tel. 0908 2211

Graduate Office

The Open University
PO Box 84
Milton Keynes
MK7 6AX
Tel. 0908 653837

Higher Degrees Office

The Open University
PO Box 49
Milton Keynes
MK7 6AD
Tel. 0908 653298

Long Associate Courses Office

The Open University
PO Box 123
Milton Keynes
MK7 6DQ
Tel. 0908 653003

Milton Keynes Distribution Services (Correspondence Services)

The Open University
PO Box 50
Milton Keynes
MK7 6AE
Tel. 0908 371016/7

Office for Students with Disabilities

The Open University
PO Box 79
Milton Keynes
MK7 6AR
Tel. 0908 653745

Open University Educational Enterprises Ltd.

12 Cofferridge Close
Stony Stratford
Milton Keynes
MK11 1BY
Tel. 0908 261662
Telex 826147

Residential Schools Students Office

The Open University
PO Box 87
Milton Keynes
MK7 6DA
Tel. 0908 653723

Student Fees Section

The Open University
PO Box 197
Milton Keynes
MK7 6BJ
Tel. 0908 653411

Undergraduate Student Office

The Open University
PO Box 72
Milton Keynes
MK7 6AQ
Tel. 0908 653454

Wellingborough Technical and Distribution Services (Home Kits Warehouse)

The Open University
Unit 16 Denington Road
Denington Industrial Estate
Wellingborough
Northamptonshire
NN8 2RF
Tel. 0933 224911
Fax 0933 441780

SOURCES OF ADVICE

Please remember that your counsellor is your personal contact with the University, and that your Regional Centre can deal with most of your queries.

Nature of query	Please ask	Telephone* (STD 0908)	PO Box no.*	Postcode*
Academic Computing Service – see also 'Computers'		653972 or 071 435 9624		MK7 6AA
- general enquiries	Academic Computing Service Your Regional Centre			
Academic references				
Academic transcripts				
- undergraduates	Undergraduate Student Office	653981	72	MK7 6AQ
- graduates	Graduate Office	653837	84	MK7 6AX
Address, change of	Your Regional Centre			
Admissions	Your Regional Centre			
Allocation to tutor-counsellor, counsellor and tutor	Your Regional Centre			
Assignments				
- subject-matter	Your course tutor for the assignment			
- late submission				
tutor-marked				
computer-marked	Your tutor-counsellor or counsellor – Assignment Records Office	653702	70	MK7 6AF
- non-receipt of scores				
tutor-marked				
computer-marked	(1) Your course tutor for the assignment (2) Assignment Handling Office	653051	70	MK7 6AF
- appeal against TMA score	Assignment Records Office	653702	70	MK7 6AF
Awards	Your course tutor for the assignment			
- course credit				
- degree and honours degree	Undergraduate Student Office	652841	72	MK7 6AQ
BA and BSc degree structure	Graduate Office	653837	84	MK7 6AX
Books, set	Graduate Office	653837	84	MK7 6AX
Broadcast information	Your Regional Centre or Central Enquiry Service	653231**	200	MK7 6YZ
Bursaries and prizes	Your Regional Centre or Central Enquiry Service	653231**	200	MK7 6YZ
Cancellation of registration – see 'Registration'	Student Fees Section or Regional Centre	652220	197	MK7 6BJ
Ceremonies				
Careers advice	Graduate Office	653837	84	MK7 6AX
Change of address – see 'Address'	Your Regional Centre			
Change of name – see 'Name'				
Classification of degree	Graduate Office	653837	84	MK7 6AX
Computing				
- general enquiries	Academic Computing Service or your Regional Centre	653972	-	MK7 6AA
- home computing policy enquiries	Undergraduate Student Office or your Regional Centre	653454	72	MK7 6AQ
- computer hire	Undergraduate Student Office	653454	72	MK7 6AQ
- terminal access	Your Regional Centre			

Computer-marked assignments – see 'Assignments'

Conditional registration

- non-receipt of forms
- request for form (if not received automatically)
- advice on course choice
- local meetings
- problems with completing form

Courses available

Course allocation

Course material

- subject-matter
- non-receipt
- missing from mailing
- purchase

Course results

- notification
(Results cannot be given over the telephone; use the number only if you have not received your notification)
- queries •
(Result queries can be accepted only in writing)

- appeals

- Credit transfer – claims and awards
- accumulation of credit - see 'Linking Open University course credits'
- basic-rate transferred credit
- collaborative scheme credit
- full-rate transferred credit

Data protection – subject-access service

Degree eligibility

Degree structure

Disabled students, services for

- equipment
- general
- preparatory courses
- news magazine
- learning materials
- allocation at residential schools
- arrangements at study centres and examinations •

Undergraduate Student Office	653454	72	MK7 6AQ
Undergraduate Student Office	653454	72	MK7 6AQ
Your tutor-counsellor or counsellor or your Regional Enquiry Service Your Regional Centre or local European Co-ordinator			
Your tutor-counsellor or counsellor			
Your tutor-counsellor or counsellor, your Regional Centre, local European Co-ordinator or the Central Enquiry Service	653231**	200	MK7 6YZ
Undergraduate Student Office	653454	72	MK7 6AQ
Your course tutor			
Undergraduate Student Office	653454	50	MK7 6AQ
Correspondence Services	371017	50	MK7 6AE
Open University Educational Enterprises Ltd., address and telephone number on page 00			
Undergraduate Student Office	653454	72	MK7 6AQ
(1) Your tutor-counsellor or counsellor			
(2) Deputy Academic Registrar (Course Presentation and Examinations)	-	70	MK7 6AF
The Academic Registrar			MK7 6AA
Credit Transfer Office	653077**	80	MK7 6AS
Credit Transfer Office	653077**	80	MK7 6AS
Credit Transfer Office	653077**	80	MK7 6AS
Data Protection Co-ordinator	-	497	MK7 6AT
Graduate Office	653837	84	MK7 6AX
Graduate Office	653837	84	MK7 6AX
Your tutor-counsellor or counsellor or your Regional Centre Office for Students with Disabilities	652178	79	MK7 6AR
Office for Students with Disabilities	652178	79	MK7 6AR
Office for Students with Disabilities	652178	79	MK7 6AR
Residential Schools Students Office	652785 / 654180	73	MK7 6AH
(1) Your tutor-counsellor or counsellor			
(2) Your Regional Centre			

Nature of query	Please ask	Telephone* (STD 0908)	PO Box no.*	Postcode*
Excusal from residential school	Your tutor-counsellor or counsellor			
Examinations				
- examination centre allocations	Your Regional Centre			
- absence	Your Regional Centre			
- special arrangements	Your tutor-counsellor or counsellor			
- temporarily overseas•	(1) Your Regional Centre	65408	70	MK7 6AF
	(2) Examinations Office	653411	197	MK7 6BJ
	Student Fees Section	653905/652207	72	MK7 6AQ
	Undergraduate Student Office	652211	197	MK7 6BJ
	Financial Awards Committee			
Fees				
Final registration	Your Regional Centre	652179/652190**	397	MK7 6BE
Financial awards	Open University Students' Association (OUSA)	653316	-	MK7 6AA
Financial hardship	Association of OU Graduates	653837	84	MK7 6AX
- Financial Assistance Fund	Graduate Office	653837	84	MK7 6AX
- Open University Educational Trust (Ouset)	Graduate Office	653837	84	MK7 6AX
Graduate Association	Graduate Office	653837	84	MK7 6AX
Graduation	Higher Degrees Office	653806/653043	49	MK7 6AD
- ceremonies				
- certificates				
Higher degrees				
Home kits				
- non-receipt	Home Kits Warehouse – address and telephone number on page 65			
- missing items, damaged etc.	Home Kits Warehouse – address and telephone number on page 65			
- return procedures	Home Kits Warehouse – address and telephone number on page 65			
Initial registration	Your Regional Centre			
Kits – see 'Home kits'				
Linking Open University course credits				
- associate to undergraduate programme	Undergraduate Student Office	653409/653904/ 652842/652207	72	MK7 6AQ
- undergraduate to diploma programme	Long Associate Courses Office	653003	222	MK7 6DQ
- undergraduate to master's degree	Higher Degrees Office	653806	49	MK7 6AD
Name, change of	Undergraduate Student Office	653409/653904/ 652842/652207	72	MK7 6AQ
National Vocational Qualifications				
OUSA	Your Regional Enquiry Service	654090/652190**	397	MK7 6BE
Ouset (Open University Educational Trust)	Open University Students' Association	654090/652190**	397	MK7 6BE
Overseas residence	Open University Students' Association	653905/652207	72	MK7 6AQ
- examinations	Undergraduate Student Office or your Regional Centre	654048	70	MK7 6AF
Postgraduate study – see 'Higher degrees'	Your Regional Centre or the Examinations Office			
Publications (administrative)				
Radio broadcasts	Central Enquiry Service	653231**	200	MK7 6YZ
	Your Regional Centre or Central Enquiry Service	653231**	200	MK7 6YZ

Recognition of Open University qualifications	Credit Transfer Office	80	653077**	MK7 6AS
- advice				
- <i>Recognition Information Leaflets</i> •	(1) Your Regional Centre			
References – see ‘Academic references’	(2) Central Enquiry Service	200	653231**	MK7 6YZ
Registration				
- cancellation, voluntary•	(1) Your tutor-counsellor or counsellor			
- cancellation, involuntary	(2) Undergraduate Student Office	72	653905 / 653409	MK7 6AQ
application for deferment	Your tutor-counsellor or counsellor			
appeal against	Your Regional Director			
Regulations	Your Regional Centre or Central Enquiry Service	200	653231**	MK7 6YZ
Research degrees – see ‘Higher degrees’				
Residential schools	Residential Schools Students Office	73	653453 / 653723	MK7 6AH
- allocation				
- attendance	(1) Your tutor-counsellor or counsellor			
before allocation•	(2) Your Regional Centre			
after allocation	Your Regional Centre or host Regional Director of your residential school			
- excusal	Your tutor-counsellor or counsellor	197	653411	MK7 6BJ
- fees	Student Fees Section			
- living out	Host Regional Director of your residential school			
- special arrangements	(1) Your tutor-counsellor or counsellor			
	(2) Residential Schools Students Office	73	652785 / 654180	MK7 6AH
- surrender of entitlement	Your tutor-counsellor or counsellor <i>and</i> Regional Centre			
<i>Sesame</i>	<i>Sesame</i>	-	653761	MK7 6AA
Set books – difficulties in obtaining	Central Enquiry Service	200	653231**	MK7 6YZ
Scottish Vocational Qualifications	Your Regional Enquiry Service			
Social activities	Your local OUSA branch			
Sponsorship	Student Fees Section	197	653411	MK7 6BJ
Student consultative process	Your Regional Centre			
Student Progress Committee				
- applications to	Your tutor-counsellor or counsellor			
Student representation on University committees	Open University Students’ Association (OUSA)	397	652179 / 652190**	MK7 6BE
Students with disabilities – see ‘Disabled students, services for’				
Study centres				
- allocation	Your Regional Centre			
- timetable	Your Regional Centre			
- facilities	Tutor-counsellor at the centre			
Summer schools – see ‘Residential schools’				
‘Taught master’s degrees – see ‘Higher degrees’	Your Regional Centre or Central Enquiry Service	200	653231**	MK7 6YZ
Television broadcasts				

Nature of query	Please ask	Telephone* (STD 0908)	PO Box no.*	Postcode*
Transcripts – see ‘Academic transcripts’ Transfer of credits - see ‘Linking Open University course credits’ Tutor-marked assignments – see ‘Assignments’ Withdrawal from a course – advice on – notification	Your tutor-counsellor or counsellor Undergraduate Student Office			
Notes				
* Central addresses and telephone numbers only are given here. Regional addresses and telephone numbers are in Appendix 4.				
** Answering service out of office hours.				
• You would usually contact (1) first, and (2) only if necessary or as appropriate.				

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